



Position Summary

The Technology Assistant performs general technology related duties throughout Recreational Sports buildings by lists of scheduled tasks or as assigned by the supervising IT team member. Duties include, but not limited to, routine tasks such as: maintaining equipment inventory, maintaining maintenance logs of PCs and printers, organizing IT related equipment, coordinating equipment for surplus and/or loaner programs, and organizing documentation. Duties also include providing user technical support, troubleshooting assistance, and select self-directed project work.

Responsibilities

- Coordinate equipment IT inventory
- Coordinate and maintain supplies inventory
- Coordinate and maintain printer supplies
- Research product evaluations and recommendations
- Receive and inventory orders
- Assist IT team as needed
- Maintain IT Resource Guide w/user instructions and information
- Support user requests for special equipment setups per IT Policy
- Effectively and efficiently support workstation, peripheral, and network related user help requests per IT Policy

Requirements

- Basic understanding of personal computers to assist in recognizing major components
- Must be organized
- Must be an adept problem solver
- Ability to learn new concepts, policies, and procedures
- Previous customer service experience and interpersonal communication skills are highly valued

Relational Service

Technology Assistants are required to wear appropriate clothing for the task of the day. Customer service, security, and commitment to excellence with the work of their position is required at all times. Each support interaction should include some component of user education where appropriate.

Starting Pay Rate: \$12.40/hour with potential merit salary increases on a semesterly basis