

Working Title: Assistant ITS Help Desk Consultant

(Entry Level B) Job# 9721

Federal Work Study

Pay range: \$8.00 – \$ 9.50 per hour (Level B)

Maximum Hours per week: 20 hrs (Monday to Friday; some Saturday hours)

The Assistant ITS Help Desk Consultant (Entry Level) is responsible for providing ITS Customer Services to the Cal State L.A. Campus community and visitors. Services include issuing Network/Email accounts, providing basics assistance and instruction for using accounts and password resets. And some basic Library check-out and check-in duties. The Assistant ITS Help Desk Consultant is trained in skills for advancement to ITS Help Desk Consultant.

Qualifications:

An Assistant Help Desk Consultant must be a team player with good customer service and communication skills. Must work well in a multicultural environment, effectively assist customers with varying degrees of knowledge and understanding. Help Desk Consultants must be prompt, reliable, be able to take initiative, possess problem solving skills and good judgment. Must be willing to learn new skills and concepts and expected to advance to become Help Desk Consultants (level C) within one year as an Assistant Help Desk Consultant.

Duties:

- Provide instructions and assistance for obtaining various campus computer accounts
- Answer general information questions and questions concerning policies and procedures
- Issue Network/Email accounts to Students, Faculty and Staff.
- Clearly present step-by-step instructions on using NIS accounts and other computer accounts.
- Assist with resetting and issuing new passwords
- Maintain Confidentiality.
- Maintain a neat and orderly Front Counter working environment.
- Provide general information about ITS and the Library
- Basic Library book check-out and check-in
- Answer basic University and Library questions
- Compile Daily walk-up customer counts, enter into database
- Use Copier, Printer, FAX Machines
- Assist Faculty, Students and staff with Setting up Campus Wireless network connections
- Filing account paperwork
- Participate in relevant university events to promote services offered by ITS.
- Display and exhibit proper code of conduct to students and co-workers.
- Report any issues of Health and safety issue within the Library Palmer Wing to proper authorities
- Check in and out Library materials and ITS Media equipment
- Perform other duties as assigned.

Evaluation:

Periodic performance evaluations are done by the Help Desk Supervisors in addition to the First quarter probationary evaluations followed by regular 6 month evaluations

Reports to: ITS Help Desk Supervisor
ITS Help Desk Full Time Staff
Information Technology Services (ITS)