

Position Name: Student Supervisor of Computer Labs and Help Desk

Description of Position / Value to Department from Position: The Student Associate will manage Computer Labs and Help Desk work-study technicians that assist users, and be a single point of contact to ITS staff for assistance or information regarding the labs.

Having a student worker to manage the Computer Labs and Help Desk will free the ITS staff up to focus on our normal areas of responsibility.

How Student Associate Will Benefit from Position: The Student Associate will develop management skills, as they will be managing Computer Labs and Help Desk work-study technicians.

The Student Associate will develop organizational skills as they will review and redo throughout the year how Computer Labs and Help Desk is organized, the Computer Labs and Help Desk web information, and the way Computer Labs and Help Desk responds to requests for help.

Because the Student Associate will be dealing with a wide section of the campus community, the Student Associate will develop “people skills”.

Student Associate Responsibilities: The Student Associate serving as a Computer Labs and Help Desk Supervisor will have the following responsibilities:

- Work with ITS Desktop Support Supervisor to train Computer Labs and Help Desk work-study
- Manage Computer Labs and Help Desk work-study technicians designating work to be done, schedules and ensuring it is successfully completed
- Develop work schedules of all Computer labs and helpdesk work-study technicians
- Set Computer labs and helpdesk procedures
- Create and expand documentation of the various Computer Labs and Help Desk procedures
- Conduct training for Computer labs and helpdesk workers
- Be sure Computer labs and equipment are properly maintained
- Work closely with ITS staff to be assured that needs are being addressed in the Computer labs and helpdesk
- Train the successor to their position

Position Requirements: The Student Associate in this position must meet the following requirements:

- Willingness to learn about new types of technology
- Good management and organizational skills
- Good interpersonal communication skills