



IT/HELP DESK

Student worker

We're seeking a tech-savvy and customer-oriented student to join our Technology Services team as a student worker. In this role, you'll support students, staff and faculty at the Help Desk, while gaining valuable experience in troubleshooting and customer service. Prior experience with Word, PowerPoint, Excel, Moodle and mySandburg is a plus, but not necessary.

Federal work-study award is required to apply for this position. If you're unsure of your eligibility, email [Financial Aid](#), call 309.341.5283, or stop by E101.

Description of job duties

- Answer phone calls from students, staff and faculty, log the call, and follow up to ensure the issue was resolved.
- Assist with common technology issues, such as password resets and software troubleshooting.
- Manage printers in the library, including maintenance and restocking paper and toner.
- Perform light cleaning and ensure a tidy work environment.
- Maintain dependability and punctuality for successful job performance.

Specific experience & skills required

- Knowledge of Word, PowerPoint and Excel
- Experience using Moodle and mySandburg, with online class experience a plus
- Excellent communication and interpersonal skills
- Strong problem-solving abilities and attention to detail

Licenses or training required

None.

Hours needed to work

10-20 hours per week, with a flexible schedule based on the needs of Technology Services.