

HAMILTON COLLEGE POSITION DESCRIPTION

Position Title: *Help@night*
Department: Information Technology Services
Supervisor: Help Desk & Training Team
Date: July 2006

1. **POSITION SUMMARY:** Each Help @ Night support specialist will work approximately 10 hours/ week. In this position, you will be expected to troubleshoot computer related problems over the phone, record the results of the call in the Help Desk database (TrackIT), and dispatch the call to the appropriate team when a caller's problem requires a hands-on approach or further assistance from another team. Audio-visual calls will be recorded in TrackIT and routed to the appropriate member of the AV team or to an AV intern.

2. **RESPONSIBILITIES:**
 - a. Answer the phone with a pleasant voice and good customer service.
 - b. Check voice messages at the beginning of your shift and throughout your shift.
 - c. Follow up information should be relayed to the person taking the next shift.
 - d. Give complete information on the Work Orders in TrackIT
 - e. Troubleshoot the problem to the best of your ability before passing on the call to another person or team.
 - f. Follow up with any open Work Orders in the Help@night back log to update the status or resolve the Work Order.
 - g. Make appointment(s) for Support-On Site if students would like their laptop looked at for software problems.
 - h. Pass any Work Order(s) to the appropriate team using the designated TrackIT format.
 - i. Find another student replacement if you cannot make your shift.
 - j. Attend the one hour weekly training/updates meeting for broadening your technical skill set.

3. **JOB REQUIREMENTS:**
 - a. A strong working knowledge of the Macintosh 10.2+ & Windows XP operating system, and of our Hamilton College standard software (Eudora, IE, MS Office, and FileMaker Pro).
 - b. A solid understanding of our campus network, file sharing, printing, and use of the Internet.
 - c. A good understanding of the use of peripheral hardware such as printers and external drives.
 - d. In addition to these technical skills, ITS highly values and seeks out students who have excellent customer service and communication skills, and who are dedicated and reliable workers.

To apply for this position, e-mail a letter of application and a resumé to Scott Paul, spaul@hamilton.edu