

## HAMILTON COLLEGE POSITION DESCRIPTION

**Position Title:** *Help Desk Assistant*  
**Department:** Information Technology Services  
**Supervisor:** Help Desk & Training Team  
**Date:** January 2008

1. **POSITION SUMMARY:** Each Help Desk Assistant 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.
  
2. **RESPONSIBILITIES:**
  - a. Answer the phone with a pleasant voice and good customer service.
  - b. Check messages at the beginning of your shift and during the remainder of your shift relaying any additional information to the next student.
  - c. Give complete information on the Work Orders in TrackIT
  - d. Troubleshoot the problem to the best of your ability before passing the call to another person or team.
  - e. Follow up with any open Work Orders in the backlog to update the status or resolve the Work Order.
  - f. Pass any Work Order(s) to the appropriate team using the instructed TrackIT format.
  - g. Find another student replacement if you can not make your shift.
  - h. 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 (Thunderbird, 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.