Auxiliary Services Student Job Description

NAME_____

1. POSITION TITLE	DEPARTMENT
Desktop Support Assistant	Auxiliary Enterprises MIS

3. GENERAL STATEMENT OF DUTIES AND RESPONSIBILITIES

Assists in the general day to day operations and maintenance of approximately 150 Computers, 50 printers, 65 Mobile Devices and associated peripherals and software in a Microsoft Acitve Directory Domain. Also responds to help desk support requests from approximatly 200 users.

4. SUPERVISION RECEIVED

Receives direct supervision from the LAN Administrator/Analyst and MIS Managers this position works closely with all Auxiliary Enterprises departments.

6. DETAILED STATEMENT OF DUTIES AND RESPONSIBILITIES

1. Assists in installing and maintaining networked PCs, laptops, mobile devices, printers, and peripherals.
2. Respond to help desk tickets, providing hardware and software support to end users. Use a high degree of autonomy in analyzing and researching problems and inititate corrective actions and document solutions to raise end-user and peer knowledge.
3. Perform established procedures to keep PCs and laptops current with regular security updates and security policies including firewall configuration.
4. Use disk imaging software such as Symantec Ghost to install standard builds onto Computers.
5. Responsible for user support and training on PC hardware and software applications, including, Windows, Internet, Microsoft Office, Kronos, Delphi, FoodPro, RoomMaster,VPN Client Software, etc.
6. Stay current with established and emerging PC operating systems, mobile devices, software applications, hardware, peripherals and security in order to recommend strategies to increase efficiencey and security
7. Accurately document procedures and configuration settings
8. Other duties as assigned.

7. QUALIFICATIONS REQUIRED AT HIRE (List knowledges, skills, abilities)

1. Experience working with Microsoft opeartion systems, especially Windows XP, Windows 7, Windows Server 2003 and Windows Server 2008.
2. Familiarity with imaging softwarae such as Symantec Ghost.
3. Experience with the use and setup of common desktop software applcations, such as MS Office, Symantec Endpoint Protection, Adobe CS.
4. Excellent written, phone, and in-person, interpersonal and customer service skills.
5. High degree of organization and ability to work with minimum supervision.
6. Driver's license required
7. Duties involve above average manual dexterity, exposure to electrical hazards, occasional heavy lifting (50+ lbs) and occasional exposure to other irritants.

8. QUALIFICATIONS ACQUIRED ON JOB (list knowledges, skills, abilities)

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INITIALS OF INCUMBENT	DATE	INITIALS OF SUPERVISOR	DATE