Job Title: Student Help Desk Support Technician  
# of Jobs Available: 4

Supervisor: Shawnie Noel

Contact Info: Shawnie.noel@wesley.edu (302)736-2571

Department: IT Department

Location: IT Department, Parker Library Basement

Job Duties:
- Provide technical support to college faculty, staff and students.
- Reset student passwords.
- Research and evaluate software and hardware.
- Troubleshoot, configure, and install network applications.
- Investigate, open, and complete technical support calls.
- Ensure the security of all computer equipment.
- Post network outage notes or other important announcements.
- Provide basic help using common applications used.
- Troubleshoot basic and common problems.
- Troubleshoot printers.
- Rearrange computers and wiring configurations.
- Setup and configure new and recycled computers.
- Image/re-image new and old computers.
- Perform other administrative tasks as assigned

Special Abilities/ Skills:
- Proficient with Windows 10.
- Good working knowledge of Microsoft Office 365.
- Ability to install and un-install software.
- Some network configuration experience.
- Must have excellent customer service skills and maintain a high level of professionalism at all times.
- Must be punctual and have excellent attendance.
- Must be able to work within a team environment.

Work Schedule:
- Need coverage for the IT department hours of operation (8:00 a.m. – 4:30 p.m.)
- Individual work schedules will be arranged around the employee’s class schedule.

Additional Comments: