

Student Employment Position Description

Human Resources

Title	Student Tech Support
Department	Information Systems
Time Commitment	<ul style="list-style-type: none"> • 10-15 hours per week during normal business hours when school is in session • 20-25 hours per week when school is not in session (i.e. Summer vacation, Spring Break, etc.)
Overview of Responsibilities	<ul style="list-style-type: none"> • Provide helpful and friendly phone and walk-up helpdesk support • Provide basic training for faculty, staff, and students in operating computers and applications • Assist in troubleshooting and resolving hardware and software problems • Install new and update existing software • Document troubleshooting efforts and solutions and maintain tickets on troubleshooting efforts • Provide proactive stewardship of University IS resources • Setup and deploy new desktops, laptops and mobile devices • Print and program existing ID cards • Perform other duties as assigned.
Qualifications	<ul style="list-style-type: none"> • Full-time undergraduate Corban Student in good standing. • Excellent communication skills with heart to serve. • Problem-solving skills. • Ability to be detail-oriented. • Genuine affinity for Corban University that results in positive interaction with staff, faculty, students, and guests. • Ability to maintain confidentiality. • Commitment to punctuality and discipline. • Personal integrity and maturity on and off-campus. • A desire to grow both personally and professionally.
Overview of Opportunity	<ul style="list-style-type: none"> • \$11.75 / hour • Great opportunity to build customer service work experience into your resume. • Ability to interact and network with Corban constituents across campus. • Utilizing a ticketing system for customer follow-up and tracking. • Experience using online resources to search and find solutions. • Collaboration with co-workers to solve problems.
How to apply	<ul style="list-style-type: none"> • A cover letter of expressed interest • Resume • Email materials to: Brenda Gibson Director of Information Services bgibson@corban.edu