



Job Title: ThunderGeek IT Help Desk

Department/Office: Library

Hours: We are open 7 days a week. Work up to 19 hrs per week, flexible around your class schedule.

Pay: \$ 8.00

Requirements:

- Ability to work independently and seek out projects from library staff
- Experience providing positive customer service and/or effective problem-solving with members of the public
- Desire to take the initiative on projects, and enthusiasm for learning new skills
- Effective written and verbal communication
- Be willing and able to work some nights and weekends, if needed

Computer Science degree major NOT a requirement! Any major welcome to apply!

Duties Include:

- Provide efficient, respectful customer service to all students, staff, faculty, and community members.
- Cover the main campus switchboard for IT during meetings and lunches.
- Have a basic understanding of computers and technology, and/or have the ability to learn, as needed.
- Have the ability to follow and understand detailed written and verbal instructions.
- Re-image library checkout laptops as needed.
- Answer the help desk email and voicemail every day at start of shift.
- Provide follow-up on tickets IT has worked and sent back.
- Understand and uphold all library and college policies.
- Other duties as assigned by supervisor, Library Directors and/or IT.

Expectations: Help Desk associates are responsible for providing friendly, prompt, courteous, and efficient customer service to all callers and walk in patrons, including students, staff, faculty, and community members.

How to Apply: Bring application to the Help Desk on the first floor of the Goodstein Foundation Library.

Contact: Sam Roylance 307-268-2371 Room 124 First floor of the Library