



Job Title: ThunderGeek

Department/Office: Help Desk: Department of Information Technology

Hours: Part-Time

Pay: \$8.00

Responsibilities and Expectations:

- Answer calls and respond to online requests related to Information Technology on campus
- Troubleshoot and resolve various Windows PC and Macintosh hardware and software problems
- Communicate effectively with a variety of clients
- Learn the organizational structure of the Information Technology department so that calls can be promptly routed to appropriate teams
- Utilize SchoolDude Help Desk software for call tracking and resolution
- Contribute to the construction and maintenance of the Help Desk Knowledge Base

Qualifications:

- Registered student with a GPA of 2.5 or above
- Strong communication skills - must be able to speak in a professional manner to a variety of clients Strong problem solving and technical computer skills
- Collaborative team player
- Familiarity with Windows XP, Windows 7 and Macintosh OS X operating systems
- Positive customer service-oriented attitude
- Developed communication skills

Contact Information:

Name: Samantha Roylance – Help Desk Specialist

Phone: 307-268-2371

Address: CC Goodstein Foundation Library - LI124

Email: Samantha.roylance@caspercollege.edu

APPLICATION INSTRUCTIONS:

Fill out an application at the Help Desk on the 1st floor of the library