

## **IT Student Worker Position: MediaTech Assistant**

Provide support and assistance to students, faculty and staff in classrooms and events around campus. Serve as liaison between students, faculty and staff, and RWU IT staff members. This position requires excellent customer service and communication skills in person and on the phone. The ability to work independently also required. Desk is open every day of the week.

### **Job Responsibilities:**

- Provide first-level software and networking support, seeking answers to more complex problems, and arranging for follow-up resolution if the problem cannot be resolved immediately.
- Assist with support for Macintosh and Windows operating systems, Microsoft Office, web browsers, rCloud, printing, and network connections.
- Enter all calls, email messages and walk-in issues into Zendesk work order tracking system.
- Create MediaTech videos and documentation.
- Keep up-to-date with current technologies and skills through training.
- Other duties as assigned.