



TEXAS A&M UNIVERSITY

College of
Architecture

Part-time Position Application

Position Title: IT Helpdesk Student Assistant

Instructions to Applicants: Applications received by Texas A&M University must have all job application data entered. Failure to provide all job application data or a complete resume could result in an invalid submission and a rejected application. We encourage all applicants to include a resume and cover letter.

Due to Texas A&M University rules and regulations, student employees can work a maximum of 29.75 hours per week. All applicants are subject to a criminal history investigation, and employment is contingent upon the completion of the criminal history check. Employees may not start working until cleared by Business Office.

JOB DETAILS

JOB DESCRIPTION SUMMARY

Our focus is to gather all relevant details of customer issues while providing excellent customer service to the College of Architecture.

The first point of contact for technical support for the College of Architecture. Troubleshooting, triaging, resolving customer concerns, and ensuring issues get reported into our problem tracking queue are the primary duties for this position. The Helpdesk also provides print services to the College, including black & white, color, photo-quality, and large-format printing.

Typical duties include but are not limited to:

- Gather relevant information involving technical software, hardware, and network issues to assist in problem resolution.
- Making independent decisions by performing question/problem diagnosis in a Help Desk environment.
- Technical troubleshooting via phone with an emphasis on First Call Resolution.
- Assist end-users with a wide variety of systems including Windows 10, macOS, and other company software/hardware.
- Password resets, e-mail requests, web requests, and direct requests for Help Desk support.
- Document, research, identify and attempt to solve technical problems during the initial call and/or triage where appropriate.
- Utilize customer service and technical knowledge gained from experience to resolve issues surrounding applications/systems, functionality, and training on software and/or hardware products as it relates to the customer's environment.



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- Customer service and interactions, as well as verbal and written communications.
- Assisting clients with printing, basic printer maintenance (paper/ink), charging for and releasing color prints & plots.
- Ensuring equipment is ready for use for each class such as projectors, monitors, computers, touch panels, etc.
- Checking out media equipment.

Occasional Duties:

- Cleaning and maintaining an organized workspace
- Computer relocation
- Other duties as assigned

Hourly Wage: \$8.25

Approximate Hours Per Week: 29

QUALIFICATIONS

What we look for:

- Critical thinking
- Curiosity / Observation
- Logical reasoning
- Patience
- Adaptable
- Willingness to assist clients with new/unsure situations

Minimum Qualifications:

- Troubleshooting / Lateral thinking
- Basic software troubleshooting including but not limited to:
 - o Laptops and desktops for both macOS and Windows 10
 - o TAMU Exchange and Gmail
 - o TAMULink Wireless/Cisco AnyConnect VPN setups
- Making independent decisions by performing question/problem diagnosis in a Help Desk environment both in person and over the phone.



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- Applicants should have an expected graduation of no earlier than one (1) year from the time they are applying for this position.

- Typing proficiency

Preferred Experience:

- Basic knowledge about the following:

- o Networking
 - o Computer Hardware
 - o Projectors
 - o Wireless adapters
 - o Printer setup and configuration
- Adobe Creative Cloud (Photoshop, InDesign, Illustrator)

LEARNING OUTCOMES

- Differentiate and maintain a variety of technologies
- Demonstrate the ability to plan, organize, and prioritize work
- Demonstrate personal accountability and effective work habits
- Develop effective communication in a professional setting

HOW TO APPLY

Complete application questionnaire located here:

<https://coa-its.typeform.com/to/LZVbnn>