**Help Desk-IT**

The Help Desk position works under general supervision. Duties may include, but are not limited to:

* Answering incoming Help Desk queue calls
* Performing Tier 1 troubleshooting semi-complex desktop and application issues for both students and EWU staff and professors over the phone
* Assisting in resetting passwords,
* Inputting and creating work order requests and routing tickets to the appropriate IT Coordinator, and
* Assisting employee and student personal devices on a limited basis.

This position will report to IT and *insert title of supervisor/manager.*

The hours of operation for the IT Help Desk call center are 8am through 4:50 pm Weekdays. We are currently not open on Weekends.

This position will work up to a maximum of 19 hours, Monday through Friday 8-5. During Academic and Summer breaks this position may work up to 29 hours.

*This position, during the course of university employment will be involved in the receipt of, or accountability for, university funds or other items of value; as well as the unsupervised access with the developmentally disabled, vulnerable adults or children under the age of 16. The offer of employment is contingent upon successful completion and passing of a background check prior to beginning employment.*

**Required Qualifications:**

* Applicants must have IT Experience and/or familiarity with Microsoft Office Products and services
* Applicants must have experience with Google Drive and other Google services
* Applicants must have good computer skills with the ability to type, prepare communications, and perform data entry
* Applicants must have strong customer service skills and be able to work with others at all levels, have a professional demeanor, excellent interpersonal skills, strong communication skills, and emotional intelligence
* Applicants must have a professional demeanor and the ability to effectively communicate with a diverse population in person or via phone
* Applicants must be reliable, responsive, willing to take direction and follow guidance

**Preferred Qualifications:**

* General knowledge of the software that EWU uses for both online and offline instruction is HIGHLY preferred.

**Student employees are subject to EWU’s employment Policies and Procedures and the EWU Student Code of Conduct. As a student employee, you are expected to adhere to both. Please be advised that violations of the EWU Student Code of Conduct may affect your employment on campus, even if the conduct occurs beyond the scope of your job responsibilities.**

**All new employees must comply with EWU immunization Policy 602-02 and provide proof of immunity or vaccination to MMR and proof they are fully vaccinated before beginning work at EWU. Waivers for the immunization requirements are available for medical or sincerely held religious beliefs.**

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Salary Range A