



**Help Desk Technician
Extra Help and Regular Student Employees
Position Description**

The Help Desk is a fast paced operation that employs outgoing, friendly, and reliable employees. A Help Desk Technician interacts with other students, faculty, staff, and administrators at New River to provide general assistance in answering questions and providing information but also by providing specific assistance with accessing web-based information resources, using computer facilities, admissions, and registrations. Often, the Help Desk Technician simply greets clients, records sufficient information to identify a problem, and resolves problems or provides information when possible. If an issue can't be resolved immediately, the Help Desk Technician records sufficient information and refers issues to the appropriate full-time support staff member.

Job Title: Help Desk Technician

Required Skills:

1. Preference is given to students at New River Community and Technical College.
2. Organized, goal-oriented and in possession of good communication skills.
3. Must be experienced with using a variety of computer applications (e.g., email, word processing, spreadsheets, Internet browser).
4. Strong desire to help others.
5. Willingness to learn on the job.

Position Responsibilities:

Reception: Greet customers with offer of assistance and collect appropriate information for either resolving a problem immediately or for assigning a technician. Provide answers to general questions. Answer the phone, check the department's email account, transfer calls, input data, and take messages. Gregarious and professional personality with goal-oriented attitude is required.

Errands/Filing: Filing, photocopying, data input, and similar errands are required. Attention to detail is essential.

Technical: Although extensive technical expertise is not required, Help Desk Technicians may sometimes assist others with replacing printer cartridges, troubleshooting printers and computers, and software installations. The technical support staff will provide Help Desk Technicians with guidance for these tasks. Again, attention to detail is essential.

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Raleigh County Campus
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Beaver, WV 25813
304.256.0260
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Special Projects: Occasionally Help Desk Technicians may be called upon to perform additional tasks not noted above. Examples of such tasks include but are not limited to HTML coding and web design, and assistance with inventory and other record keeping. Training will be provided to complete these projects.

Rules and Guidelines:

- Help Desk hours are typically Monday through Thursday from 8AM to 7PM and on Friday from 8AM to 4PM.
- Preference may be given to New River students for Help Desk Technician positions and training on technical and general departmental tasks is provided as needed.
- Help Desk Technicians must act in a courteous and professional manner while working for the Help Desk.
- Students may work a maximum of 20 hours per week.
- Students must maintain a minimum GPA of 2.5.
- Students who work for the Help Desk may not concurrently work in other departments at the College.
- Students should plan shifts that are at a minimum of 2 hours in duration so they may successfully complete projects or assignments.
- Students who work a 3-hour shift will be given a 15-minute break.
- Students who work a 6-hour shift will be given two 15-minute breaks.
- Students should also take lunch and transit time to and from classes into consideration when scheduling work time.
- Work schedules are developed and agreed upon by the student and supervisor with changes requiring supervisor approval.
- Help Desk Technicians are expected to report to work when scheduled. If for any reason an employee is unable to work a particular shift or if she/he will not be to work on time, she/he MUST call the Help Desk to inform someone in advance. Missing an assigned shift and failing to notify a staff member in advance, results in a verbal warning (first offense), a written warning (second offense), and then termination for a third occurrence.
- Employees are temporary part-time employees and may be terminated without warning.
- The same procedure is used for anyone repeatedly late for work.
- Help Desk Technicians often share a work environment with full-time staff and are required to keep their office area organized and to minimize disruptions.
- Help Desk Technicians are not allowed to bring meals to the Help Desk. Only drinks and light snacks are permitted.
- The Help Desk office is not a place for social gatherings.
- While on duty excessive personal calls and texting are prohibited. Breaks serve as opportunities for employees to address personal affairs.
- Help Desk Technicians may have access to confidential information and are expected to maintain the confidentiality of this information that is only acquired in the course of fulfilling responsibilities. Confidential information is strictly not to be misused or shared. Termination and disciplinary actions may result from first-time offenses.
- Signed Confidentiality Agreements must be on file.

Kind regards,



Dr. David J. Ayersman
Vice President for Technology Services
New River Community and Technical College

By signing below I confirm that I have read the information above and agree to perform my responsibilities accordingly.

Employee Name

Signature

Date