



Student Employment Office Only

\$10.00 per hour

Department Only

Department: IT Falcon-AID Kiosk / Helpdesk

Campus: Daytona

Funding:

- FWS
- IWS
 - Cost Center: **6310110**
 - Cost Center Manager: David Tatum

Hours Per Week: Up to 20

Days Needed: Monday Tuesday Wednesday Thursday Friday

Saturday Sunday

Times Needed: Mon. - Thrus. 7:30am - 5 pm, Fri. 7:30am - 5pm, Sat. 8am - 4pm, Flexible

Supervisor: Yudith Day-Wygant

Method of Contact:

- Call: (386) 506-3436
- Email: Yudith.Day-Wygant@daytonastate.edu
- In person: Building # 300 Room # 109

Required Documents:

- Cover Letter
- Resume
- References

Job Title: IT Falcon-AID Kiosk / Helpdesk Tech

Purpose of Job: To assist IT Service Desk Mgrs. / Coordinators to support the college community (students, faculty and staff) in person and over the phone with technical issues related to DSC's Technology and Academic Environment.

Duties/Responsibilities: 1. To staff the Falcon-AID Help Desk Kiosk and assisting with walk-ins, phone lines, and emails. 2. Provide basic IT support and direction to students/faculty/staff using DSC's resources. 3. Accept technical support calls and e-mails to the IT Falcon-AID and Falcon Online and log them using our IT Service Desk SR (Service Request) Tracking System. 4. Assist Student/Faculty/Staff with smart devices setup to access DSC's WI-FI & college resources. 5. Interact with DSC's administrators, faculty and staff to assure prompt delivery of services and respond to needs under supervisor's guidance. 6. Forward technical support walk-ins, email or phone calls that cannot be resolve to the appropriate IT Service Desk area/technician. 7. Reports IT related issues that may arise to supervisor as needed. 8. Maintain proper working order and cleanliness of equipment at Falcon-AID Kiosk area. 9. Assist Coordinator and Managers with other duties related to the position as needed.

Job Qualifications: 1. Advanced knowledge of computers, latest desktop software, operating systems, web browsers, software, hardware, and smart devices. 2. Familiar with navigation of all academic related web sites i.e., MyDaytonaState student portal and Falcon Online. 3. Able to communicate well with students/faculty/staff. 4. Ability to lift 50+ pounds when required. 5. Ability to follow oral and written instructions along with excellent customer service skills. 6. Reliability is a must!