



Student Employment Office Only

\$13.00 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

Times Needed: Mon. - Thrus. 7:30am - 5pm, 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
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Job Title: IT Falcon-AID Kiosk / HelpDesk

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:

- To staff the IT HelpDesk Falcon-AID Kiosk and assist with walk-ins, phone calls, chats, and emails.
- Provide basic IT support and direction to students, faculty, and staff.
- Accept technical support calls and e-mails to the IT Falcon-AID and Falcon Online and log them using our IT Service Request tracking system.
- Assist students, faculty, and staff with access to College WI-FI & technical resources.
- Interact with College administrators, faculty, and staff to assure prompt delivery of services and respond to needs under the supervisor's guidance.
- Forward technical support walk-ins, emails, chats, or phone calls that cannot be resolved to the appropriate IT support group.
- Reports IT-related issues and concerns that are reported to the supervisor as needed.
- Maintain proper working order and cleanliness of equipment at the IT HelpDesk Falcon-AID Kiosk area.
- Assist the IT HelpDesk with other duties related to the position as needed.

Job Qualifications:

- Knowledge of computers, troubleshooting, common desktop software (i.e., Windows 10, Office 365 & Web browsers), hardware (i.e., printers, scanners, USB drives, peripherals).
- Knowledge of the usage and settings of mobile devices (i.e., tablets, smartphones, and laptops).
- Advanced knowledge of Academic related websites including MyDaytonaState (student self-service), class.daytonastate.edu (Falcon Online), and outlook.daytonastate.edu (Office365)
- Ability to follow oral and written instructions along with excellent customer service skills.
- Ability to lift 10+ pounds when required.
- The ability to communicate clearly and deal with the public effectively in a fast-paced environment is a must
- Reliability is a must!

Requirements:

- Resume
- Current semester class schedule



[Apply Here!](#)

- ☞ Download the application
- ☞ Complete application
- ☞ Save
- ☞ Submit via email to the supervisor listed in the form
- ☞ You can also deliver in person to the Main Daytona campus, Bldg. 300, Room 109