



IT Helpdesk Assistant

BASIC FUNCTION: Reporting to the Director of User Services, this part-time position will serve many functions to assist multiple areas of the User Services area of the Information Technology Department. It will assist the Instructional Support, Network Support and Helpdesk areas as needed.

QUALIFICATIONS: Must have knowledge of all applications of the Microsoft Office Package, including Word, Excel, and Outlook. Must also possess the ability to stay current with emerging office technologies. Candidate must possess excellent customer services skills and reliability to attend work during the scheduled hours assigned.

GENERAL RESPONSIBILITIES:

- Assist with the technology support provided to faculty, staff and students.
- Provide support as needed with questions regarding the Learning Management system and other software products, such as Microsoft Office.
- Assist with managing and supporting user accounts
- Provide first line of support for user issues
- Create “how to” documentation as needed
- Assist with workshops offered throughout the semester.
- Update information assigned to digital signage for IT

SCHEDULE: This position will work an average of 4 – 5 hours per day during the 32 academic weeks of the SBU calendar.

EXPECTATIONS: The incumbent is expected to have or possess:

- Ability to handle highly confidential material. Have the ability to exercise and apply sound judgment and decision making skills as well as the ability to maintain integrity and confidentiality of data.
- Have excellent proofreading and editing skills with a high level of attention to detail and the ability to identify problems and propose feasible solutions. Ability to anticipate and take initiative.
- Ability to balance priorities to accomplish assigned tasks within the required time frame and to be able to shift quickly between several tasks without loss of continuity.
- Physically able to lift various materials up to 25 pounds on an occasional basis.
- Able to effectively communicate general information to University constituency, however, some situations may require the ability to relay complex or adverse information with tact and diplomacy.
- Ability to accept supervision, assignments, change and correction.
- Proven effectiveness in dealing with a wide range of professionals, staff, and administrators.
- Adhere to the governing documents, policies and procedures established by St. Bonaventure University.

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Interested parties should please send a cover letter, resume and contact information for three references to hr@sbu.edu

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In light of its commitment to create and maintain a safe learning and working environment, employment with St. Bonaventure University requires successful completion of a background screening. Unless otherwise provided by law, a criminal record will not automatically disqualify an individual from employment.