SCS Lab Assistant

Title   Lab Assistant

Department   Student Computing Services (SCS)

Reports to   IT Support Associate

Pay rate $9.00 - $10.00 per hour

Job summary

Provides customer related services and interfaces with campus clients to ascertain, promote, and monitor the quality of services provided. Receives training in departmental rules, regulations, and policies and provide basic informational services to campus clients. Works under direct supervision from higher personnel.

Summary of essential job functions

- Assists with general computer related questions
- Reports computer-related problems via web-based forms
- Maintains lab appearance and cleanliness
- Responds to routine inquiries from clients in order to provide or clarify information on departmental services and procedures
- Communicates with and informs campus clients on recent improvements and departmental developments
- Assists higher-level specialists as directed
- Performs other related duties assigned

Minimum skill requirements

- Customer service
- Data entry
- Excellent communication skills
- Ability to exercise independent judgment
- Ability to deal with the public and clients in a friendly, positive manner to achieve customer satisfaction
- Exhibits a professional tone / attitude / demeanor at all times

Abilities required

- Must be able to lift at least 40 pounds of paper periodically

Student Restrictions

- Must be enrolled for at least 6 credit hours (Spring & Fall semesters) to be eligible for employment

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.