Help Desk Student Aide Job Description

Typical Work Activities:
Interact with students either in person or over the phone.
Utilize Help Desk ticketing software to enter and track problems and to escalate issues to appropriate staff.
Answer calls and requests from students, faculty and staff.
Communicate with the main DCC Help Desk, Registrar office, Student Accounts, Computer Center and other departments.
Assist students in computer labs at the beginning of a semester with accessing their DCC computer account.

Full Performance Knowledge, Skills, Abilities and Personal Characteristics:
Aptitude for working with computer hardware and software sufficient to assist students with a wide variety of problems.
Ability to use Help Desk ticketing software.
Ability to maintain effective working relationships with a variety of DCC staff departments.
Ability to communicate effectively both orally and in writing.
Ability to quickly learn and adapt to new technology as it is deployed in the college.

Minimum Qualifications:
Be available to work 2 semesters at the DCC Help Desk.
B grade average or above required or very good computer skills.

To Apply:
Drop off resumes containing contact information at the Help Desk in CBI-128. Selected candidates will be scheduled for an interview.