



Student Employment Office Only

\$13.00 per hour

Department Only

Department: IT Falcon-AID Kiosk/HelpDesk

Campus: Daytona Beach Campus

Funding: Federal Work Study (FWS) or Institutional Work Study (IWS)

Hours Per Week: up to 20

Hourly Wage: \$13.00

Days Needed: Monday through Saturday (Flexible shifts)

Times Needed: Monday-Friday 7:30am-5pm; Saturday 8am-4pm (Flexible shifts)

Contact: Robert Williams

Contact Info: Email: Robert.Williams@DaytonaState.edu
In Person: Building 300, Room 109

Job Title: IT Falcon-AID Kiosk/Helpdesk Tech

Purpose of Job: To assist IT Service Desk Managers/ 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 Falcon-AID Help Desk Kiosk and assisting with walk-ins, phone lines, and emails.
- Provide basic IT support and direction to students/faculty/staff using DSC's resources.
- 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.
- Assist Student/Faculty/Staff with smart devices setup to access DSC's WI-FI & college resources.
- Interact with DSC's administrators, faculty and staff to assure prompt delivery of services and respond to needs under supervisor's guidance.
- Forward technical support walk-ins, email or phone calls that cannot be resolve to the appropriate IT Service Desk area/technician.
- 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.
- Assist Coordinator and Managers with other duties related to the position as needed

Job Qualifications:

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

Requirements:

- Resume
- References