GEORGIA SOUTHERN UNIVERSITY
DIVISION OF INFORMATION TECHNOLOGY SERVICES

Graduate Assistant
Executive Technology Services

Position Description: The graduate assistant will work closely with Executive Technology Services leadership to provide desktop computer support for hardware, software, peripherals and services across the Windows and Apple operating systems, including but not limited to: installation, configuration, troubleshooting, consultation, and training to students, faculty, and staff throughout the service area. The technician will also be responsible for forwarding and/or delegating other issues to the appropriate IT personnel. This position is renewable for up to 2 years, starting January 8, 2018.

Essential Functions:
- ★ Works with departments and IT Services' units to identify, recommend, develop, implement and support cost-effective technology solutions.
- ★ Performs installations, configurations, troubleshoots, consultations and trainings for desktop support.
- ★ Provides first line support of audio/visual equipment.
- ★Documents, tracks, assigns and escalates tickets assigned to customer base.
- ★ Performs administrative tasks such as equipment and consumables inventory; ongoing maintenance of inventory, performs routine and ongoing hardware and software maintenance.
- ★ Learns new technologies and communicates solutions to customers when needed.
- ★ Provides information to other IT staff and clients on issues related to security, virus prevention and password protection.
- ★ Provides direction to student technicians regarding work assignments, training, etc.

Skills: Exceptional customer service and telephone skills; energetic and self-motivated; and ability to work with diverse populations; proficient with PC and Microsoft Office Applications; ability to maintain confidentiality; ability to adapt and learn new technologies as needed; effective communication (verbal and written); organization and human relations skills.

Preferred Qualifications: 1+ years of related technical support.

Required Qualifications: Must be enrolled or accepted in a graduate program at Georgia Southern University. Bachelor's degree in Information Technology, Computer Science, or Information Systems or related field. Successful completion of background investigation prior to employment.

Hours: Monday through Friday between 8am – 5pm with some weekends as needed.

To Apply: Screening of applicants will start immediately and continue until the position is filled. Provide a cover letter, resume, and three references to Matthew Pulliam via email at mpulliam@georgiasouthern.edu