Position Description: The graduate assistant will work closely with Executive Technology & Athletics IT 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.

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, three references, and class schedule to Matthew Pulliam via email at mpulliam@georgiasouthern.edu