



**Job Title: Information Technology (IT) Department Work Study (1-2 Positions)**

**Classification:** Institutional Work Study (Student Worker)

**Employer Name/Address:** IAIA 83 Avan Nu Po Road, Santa Fe, NM 87508

**Department Name & Department Code:** Information Technology Dept.--198

**Location:** Welcome Center 1st Floor

**Supervisor Name:** Anthony Coca

**Purpose/Role of the Student's Position within the Organization:** Assist the IT Staff in support of IAIA technology

**Pay Rate:** \$7.50 (IAIA Work Study Manual for Students, page 7)

**SUMMARY OF RESPONSIBILITIES:**

The work study will assist the IT Dept. in maintaining and troubleshooting in-house computer equipment and peripherals. This will include installing, diagnosing, repairing, maintaining, and upgrading hardware and software. The position may also include assisting/training end users with software/hardware, and assisting with audio visual equipment.

**Job Duties/Responsibilities & Relationship to Purpose/Role**

- Utilize excellent written and verbal communication skills to provide quality customer support via phone, e-mail, walk-ins and office visits
- Knowledge of networking, email, hardware, software applications and operating systems.
- Must be able to research and provide accurate and creative solutions to customer problems
- Ability to provide creative ideas to improve the level of support provided by the IT Dept
- Acquire, maintain and increase knowledge of supported products, software and hardware Ability to work with and impart knowledge to novice to advanced customers.
- Ability to follow policies and instructions
- Ability to work with limited supervision
- Ability to stay focused, on task and always displays a high level of professionalism
- Ability to work pro-actively and cooperatively with IT Staff, Faculty, Staff, and Students

**WORKING CONDITIONS**

- Must be able to independently move/maneuver/carry items weighing up to 40 lbs. (e.g. desktop computer systems, monitors, printers, faxes, etc.)
- Must be able to bend, stand, crawl, reach and stoop in order to install IT equipment and/or peripherals
- Ability to read and interpret basic to complex data/information/guidelines/ procedures, etc related to PC & MAC technical support, with speed and accuracy

- Ability to effectively present verbally or in writing IT support information
- Ability to effectively utilize all applicable computer systems and/or applications
- Ability to work some evenings and weekends
- Clean driving record, in order to be insured when using a company vehicle
- Management has the right to revise this job description at any time
- This job description does not list all the duties of the job
- The job description is not a contract for employment

**How Job Duties & Responsibilities relate to purpose/goals:**

- Give students a chance to acquire knowledge and experience in a work environment
- Experience working with IT Staff that have many years of experience
- Learn general job responsibilities
- Learn IT troubleshooting skills

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

- Knowledge of PC and Mac Operating Systems
- Knowledge of printers and printer connectivity
- Knowledge of PC and Mac hardware, including desktop and laptop computer systems and related peripherals
- Knowledge of audio/video equipment
- Strong customer service skills, by demonstrating responsive, courteous and professional presence and/or results
- Working technical knowledge of current operating systems including Microsoft Windows XP and Macintosh OS X, Windows 7 and standard office tools such as word processor and spreadsheet software.
- Able to read and understand technical manuals, procedural documentation, and OEM guides.
- Ability to conduct research into computer system issues and products as required
- Effective interpersonal skills and relationship-building skills
- Strong written and oral communication skills.
- Self- motivated and directed
- Keen attention to detail
- Strong Analytical and problem-solving abilities
- Ability to effectively prioritize and execute tasks in an environment which often has competing deadlines
- Ability to follow directives and adapt to changing work environment
- Ability to adhere to appropriate standards of conduct and ethics, including confidentiality, integrity and honesty; compliance with directives
- Exhibit the ability to adapt to changing work environments; cooperate and work respectfully with others; participate in proactive problem solving; attend job duties, and participate in meeting as required
- Ability to complete other duties as assigned

**Length of Employment:** August 15, 2016 thru December 9, 2016. With possible renewal at beginning of each semester.

**Evaluation Procedure(s) and Schedule:** Performance Evaluation form provided in IAIA Work Study Manual for Students (page 11), **to take place prior to last day of employment.**