



<b>Job Title:</b>	IT Student Worker	<b>Pay Type:</b>	Hourly
<b>Department:</b>	Student Health Center	<b>Position Type:</b>	Part-time
<b>Job Description</b>			
<p><b>REPORTS TO</b></p> <p>The IT student worker will report to the Health IT Computer Analyst.</p> <p><b>JOB OVERVIEW</b></p> <p>The IT Student Worker will assist the Health IT Department’s Analyst and Manager with the day to day responsibilities of the department. A successful student worker will always represent the department in a courteous and professional manner. This position offers the opportunity to learn from experienced IT professionals and increase your personal skills.</p> <p><b>DUTIES/RESPONSIBILITIES:</b></p> <ul style="list-style-type: none"> <li>• Troubleshooting of operating system related issues</li> <li>• Troubleshooting of printers and other hardware</li> <li>• Preparing new computers for deployment</li> <li>• Completing documentation related to inventory management</li> <li>• Monitoring HelpDesk software for support tickets</li> <li>• Managing and complete projects when assigned</li> <li>• Answering phone calls and open support tickets on behalf of users</li> <li>• Completing task within the EHR as assigned</li> <li>• Maintaining a high level of professionalism at all times</li> <li>• Keeping supervisors informed of all current issues</li> <li>• Utilizing research skills to acquire, maintain and increase knowledge of supported products</li> <li>• Training users on supported applications and hardware</li> <li>• Assisting with occasional SHC outreach programs around campus</li> </ul> <p><b>QUALIFICATIONS/REQUIREMENTS:</b></p> <ul style="list-style-type: none"> <li>• Excellent customer service skills</li> <li>• Ability to multitask</li> <li>• Working knowledge of Windows and Mac operating systems</li> <li>• Experience with basic Windows 10 troubleshooting</li> <li>• Experience with Microsoft Word and Excel</li> <li>• Organizational skills</li> <li>• Excellent communication skills</li> <li>• Self-motivated</li> <li>• Ability to take direction and follow-through to completion</li> </ul> <p><b>TIME COMMITMENT:</b></p> <p>The position offers the ability to work up to 20 hours a week during fall/spring semesters. Time management is a skill vital to a student’s success, and as such, a minimum of 14 hours a week will be expected. Exceptions may be granted with appropriate prior notice, at the supervisor’s discretion.</p>			

Email resumes to [shc-it@lsu.edu](mailto:shc-it@lsu.edu) or apply online at <https://lsu.joinhandshake.com/jobs/2662285>