Job Title: IT Student Worker  
Pay Type: Hourly  
Department: Student Health Center  
Position Type: Part-time  

**REPORTS TO**
The IT student worker will report to the Health IT Computer Analyst.

**JOB OVERVIEW**
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.

**DUTIES/RESPONSIBILITIES:**
- Troubleshooting of operating system related issues
- Troubleshooting of printers and other hardware
- Preparing new computers for deployment
- Completing documentation related to inventory management
- Monitoring HelpDesk software for support tickets
- Managing and complete projects when assigned
- Answering phone calls and open support tickets on behalf of users
- Completing task within the EHR as assigned
- Maintaining a high level of professionalism at all times
- Keeping supervisors informed of all current issues
- Utilizing research skills to acquire, maintain and increase knowledge of supported products
- Training users on supported applications and hardware
- Assisting with occasional SHC outreach programs around campus

**QUALIFICATIONS/REQUIREMENTS:**
- Excellent customer service skills
- Ability to multitask
- Working knowledge of Windows and Mac operating systems
- Experience with basic Windows 10 troubleshooting
- Experience with Microsoft Word and Excel
- Organizational skills
- Excellent communication skills
- Self-motivated
- Ability to take direction and follow-through to completion

**TIME COMMITMENT:**
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.

Email resumes to shc-it@lsu.edu or apply online at https://lsu.joinhandshake.com/jobs/2662285

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