



Louisiana's
Community & Technical Colleges
Changing Lives, Creating Futures

POSITION ANNOUNCEMENT

Student Worker Information Technology Department

Purpose:

The purpose of employing students and temporary employees is to provide much needed assistance to the fulltime staff, and to provide meaningful work experience and training for the individual to prepare them for future employment.

Requirements: Should be a full-time student **and** maintain full-time status in order to retain eligibility for continued employment as a student worker.

Verification of full-time student status must be furnished to the Human Resources office at the beginning of each Spring and Fall semester.

Work Hours: 20 hours per week during class sessions. **29** hours per week during Holiday's and Breaks

(Parking Privileges included)

Summary:

The Help Desk Technician provides support and coordination of LoLA Help Desk tickets. This position is responsible for timely working the tickets by either rectifying the problem or routing the ticket to the appropriate personnel. In addition, the Technician proactively seeks ways to improve the resolution processes, and make improvement recommendations to the appropriate LCTCS staff members.

Duties and Responsibilities: The Help Desk Technician (Student Worker) will:

- Develop professional relationships with LCTCS IT staff to create a supportive and professional working team.
- Timely work Request and Incident tickets within the ticketing system.
- Observe patterns in tickets that may indicate a system problem, and report these patterns to the appropriate LCTCS IT staff member.

Student Worker, Information Technology 09.06.17

- Adequately document the appropriate ticket fields using professional and courteous language.
- Performs related duties as required or assigned.

Qualification Requirements:

The successful candidate is required to have a minimum of a high school degree. The following skill sets are highly desired:

- Knowledge of Internet browsers, personal computing devices, and basic computer problem determination skills.
- Basic technical problem-solving skills including troubleshooting and determining best solutions to address the reported problem.
- Experience working and communicating with other personnel (technical IT staff, and end-users) in a professional environment.
- Good judgment in customer relations and managing customer expectations.
- Good written and oral communication skills.

Additional Requirements:

- A valid Louisiana Driver's License
- Proof of motor vehicle insurance

In accordance with LCTCS Policy #6.036, a criminal history check will be conducted on all new hires. LCTCS participates in the federal E-Verify system for identification and employment eligibility purposes.

Work Hours: 20 hours per week during class sessions. **29** hours per week during Holiday's and Breaks

(Parking Privileges included)

Pay depends on college standing (Freshman, Sophomore, Junior, Senior).

To apply please send a cover letter, resume' and 3 professional references to:

Human Resources Specialist
Louisiana Community & Technical College System
265 S. Foster Drive
Baton Rouge, LA 70806

Or via email to employment@lctcs.edu

Applications will be accepted until the position is filled.

Student Worker, Information Technology 09.06.17