

Employee:

Department: Computing and Instructional Technology

Title: Student Technician

Supervisor: Melanie Parmenter

JOB DESCRIPTION

Provide software support for student's personal computers and laptops

- Assist students getting personal computers hooked up to the LHU Network
- Assist students downloading and installing Cisco Clean Assess (CCA)
- Assist students in downloading and installing needed drivers
- Installing software applications (supplied by student)
- Assisting in removing effects of a virus infected computer
- Reformatting personal computer and assisting in resetting applications up.
- Assist students in changing email password via Password Reset Web page
- Removing emails from email account
- Setting up personal folders within email
- Removing data from home (H:) area
- Burning files to CD or USB drive
- Report major (multi-user) issues to Computing Center Helpdesk
- Add and Complete Work Requests within the CIT Work Request System
- Term of Employment: One week prior to start of semester through finals week

Provide software and hardware support for LHU owned computers and laptops

- Assist in hooking up equipment to the LHU network
- Assist in downloading and installing software and drivers
- Assist in removing effects of a virus infected software
- Install additional software (IT and personal supplied)
- Reformatting computers
- Assist in changing email passwords and clearing old emails out
- Assist in organizing email into folders and personal box external to mailserver
- Assist in burning CD or copying to USB
- Add and Complete Work Requests within the CIT Work Request System
- Term of Employment: One week prior to start of semester through finals week

Main duties are those listed above, but other situations may arise that you will be required to perform. Other duties as assigned by supervisor.