

# LOOKING FOR AN ON-CAMPUS JOB?

## IT SERVICE DESK ASSISTANT

### USG OFFICE OF INFORMATION TECHNOLOGY

#### Position Description

- With supervision, provide accurate, timely, and effective solutions for end-user computer problems to ensure end-user productivity. Provide timely response to customers in accordance with service level agreements.
- Research, resolve and respond to incidents and requests reported by customers regarding end user devices, (e.g. workstations, printers, peripheral devices, etc.) along with some ancillary support for application issues.
- Use systems and diagnostic tools to troubleshoot issues, either resolving the issue at hand or escalating to internal IT staff.
- Communicate effectively with customers, team members, technical experts and management.
- Maintain regular communication with Partner Institution Help Desk's until the project/problem/task is brought to resolution including updating ticketing system.
- Respond to routine customer questions about usability and functionality of hardware and applications.
- Participate in daily assignments and tasks as directed by team to enhance or improve the problem resolution process.
- Maintain accurate documentation of all procedures regarding end-user device support and operations.

#### Work Availability

The IT Service Desk operates on a block schedule with the following hours. Please attach a document listing your availability for the upcoming semester.

#### Monday - Friday

8:00 am to 1:00 pm  
12:00 pm to 5:00 pm  
3:00 pm to 8:00 pm  
5:00 pm to 10:00 pm

#### Saturday

8:00 am to 1:30 pm  
1:30 pm to 7:00 pm

#### Sunday

12:00 pm to 5:00 pm  
5:00 pm to 10:00 pm

Students can submit their resume and cover letter to:  
[mmantill@umd.edu](mailto:mmantill@umd.edu)