Institute for Bioscience and Biotechnology Research (IBBR)
IT Desktop Support Assistant
Career Connector Job ID #9591

Description
Desktop Support Assistant assists desktop support by receiving incoming requests via email, telephone, or walk-ins. Track requests via trouble-ticketing system and assign tasks to appropriate technician. Setup computers, A/V, projectors for conferences. Escalate problems to appropriate staff when needed. Follow up with staff and technicians to verify work order status. Assist in managing the IT office and technician workspace. Conveniently located NEXT to the Universities at Shady Grove (USG) campus.

Be a part of IBBR’s growing IT environment. Learn about enterprise IT demands and solutions. Gain experience and knowledge with Mac and Linux desktops in a networking environment. Develop valuable customer skills and responsibilities to better your future career!

Location: Rockville, Maryland United States
Desired Major(s): Communications, Biotechnology, Computer Information Systems, Computer Information Systems/Computer Information Technology, Engineering (Professional Master), Geographic Information Systems (M.P.S.)

Desired Class Level(s): Junior, Senior, Alumnus, Graduate Student
Work Authorization: US Citizen or US National, Permanent Resident, Student F-1 Visa, H-1 Visa
Salary Level: $13/hour
Approximate Hours Per Week: 20

Qualifications
Strong knowledge of basic applications (Office, browsers, email, etc) with troubleshooting skills. Excellent customer service skills. Ability to work well with people and help them with their problems over the phone. Excellent written and oral communication skills. Ability to organize and prioritize tasks efficiently.

To apply:
Log on to Career Connector and search Job ID #9591