

IT Student Lab Attendant Position Information

IT STUDENT LAB ATTENDANT JOB DESCRIPTION

The position of IT Student Lab Attendant is given to students who have experience with computers and computer software, as well as good communication skills. Lab Attendants are expected to learn and use good customer services skills, proper phone etiquette, and good troubleshooting skills. The primary duties of the Lab Attendant will be to assist customers with technical questions, be aware of lab class schedules and post class in session signs, and consult with Student Support Reps and full time IT Staff about support issues. The Blackwell Library Lab Attendant will sit in the designated area on the ground floor of the Blackwell Library. All other Lab Attendants will be located in the TETC Help Desk area. The Lab Attendant – Roamer will begin his or her roaming of the IT labs from the TETC Help Desk.

Lab Attendant Duties

All IT Student Lab Attendants are responsible for the following:

IT/Help Desk Procedures:

- Notifying Student Support Rep II employees or full time IT Staff about computer, network and software problems in IT labs
- Checking and reading your student worker email daily
- Staying abreast and aware of support issues
- Insuring labs are opened and closed in a timely manner
- Reading, creating, reviewing and updating documentation
- Contribute support documents **and** iSupport Knowledge Base Content
- Attending monthly full staff meetings
- Posting IT lab schedules
- Be aware of lab class schedules and posting “class in session” signs
- Ensuring Lab spaces, Help Desk, and breakout rooms are clean and neat
- Phone call logging/Walk in customer tracking

- TE Breakout Room checkouts and reservations

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- Knowing and Enforcing Lab Rules & Policies

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Customer Service:

- Reflect a positive image and attitude for IT

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- Helping walk up customers or lab patrons with technical support issues
- Talking ownership of customer support issues and finding a resolution or someone to assist you
- Use excellent customer service skills
- Use excellent troubleshooting skills
- Assist in the training of lab attendants
- Handling emergency issues and emergency on-call procedures

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Additional responsibilities:

- Other IT related projects and duties as needed