

LC WORK SCHOLAR POSITION DESCRIPTION

Employment Levels

<i>Entry Level</i>	<i>Intermediate Level</i>	<i>Skilled Level</i>
Characterized by highly structured tasks or outcomes, relatively low level or number of skills required, typically repetitive or routine tasks and requiring direct supervision of worker results	Involves less direct supervision than entry level, more work variety, and requires some independent exercise of judgment along with an increasing knowledge of the job.	Work is typically skilled, requires little direct supervision, requires independent judgment on procedures, has variety, includes training others, and the expectation of contributions toward improvement of the way work is carried out.

In what employment level does this position fall (circle one)?

Entry Level

Intermediate Level

Skilled Level

Work Scholar job title: _____ Customer Support Technician

Describe the duties of this position.

- Work with LCSC staff and student to provide hardware and software support
- Collaborate with full-time technicians to tackle more complex issues
- Use LCSC's ticketing system to track responsibilities and resolve incidents
- Provide manager daily updates on the status of Help Desk tickets
- Use communication channels to inform IT team members of important issues and/or information which may be helpful in improving performance.
- Perform other duties as assigned

List the learning opportunities for this position.

- How to work within a team
- Knowledge of current practices and standards related to the installation of hardware and software
- Basic computer hardware, software applications, and network troubleshooting
- Time management and organization

What qualifications are required for this position?

- Comfortable using computers and other technology
- Willing to learn and teach new technology and software

- Some knowledge of Microsoft Office (Outlook, Word, and Excel)
- Able to lift between 20 and 30 pounds

What skills are required for this position?

- Good oral and written communication skills
- Interest in computers and how they work
- Ability to work with a team

Adapted with permission from Lewis-Clark Service Corps AmeriCorps and Berea College.