

I. TITLE:	IT Geek
EMP. TYPE:	PART-TIME
DEPARTMENT:	INFORMATION TECHNOLOGY (IT)
REPORTS TO:	STUDENT SUPPORT SERVICES MANAGER, LEAD COORDINATORS, COORDINATORS
SUPERVISES:	NONE

II. SUMMARY:

IT Geeks are links between IT @ ECU and ECU students (e.g. current, future, and potential) and others (e.g. families, faculty, staff, and community at large).

They play a vital role in supporting student success at ECU by:

- Supporting student-owned computers, mobile, and entertainment devices (connections, software installations, virus/malware cleanup).
- Supporting the student tech computer labs.
- Supporting computing clusters in each residence hall.
- Checking out electronic equipment to customers.
- Delivering one-on-one and group tech training (“Tech Talks”).
- Assisting with electronic recycling.

The program also provides the IT Geek with an excellent opportunity to gain valuable work and co-op experiences [when cleared with the Co-op Office]– improving skills such as communication, teamwork, project management, and working with different demographics.

Geeks are scheduled between 10-20 hours of desk duty. They are required to join work teams.

III. EXAMPLES OF JOB DUTIES:

The following examples are categorized by services offered the IT Geeks and include a percentage of employee time spent executing each service. These percentages vary depending on your location and are only averages.

- Student-owned equipment support and service (40%)
 - Provide tier 1 support to students by troubleshooting technical problems using established problem solving techniques and service standards
 - Knowledge of computing at ECU is desirable with a strong interest to learn more—basics of connecting to ECU Wi-Fi, ECU-specific software, IT services at ECU, etc.
 - Understand scope of services and where to properly escalate an issue to when they are beyond our scope of service
 - Research, resolve and respond to various user requests and inquiries
 - Provide detailed description of problems and resolutions in the ticketing system

- Log all calls and requests in ticketing system or on paper logs
- Follow up on all calls to ensure timely resolution and customer satisfaction
- IT Student Tech Lab and Residence Hall Cluster Support (15%)
 - Assist in maintaining organization and uptime of lab workspaces and classrooms
 - Assist with cloud printing
 - Ensuring lab space is clean and neat
 - Ensure labs are opened and closed in a timely manner
 - Become familiar with how to respond during emergency situations in the labs
 - Desktop support in residence halls which includes paper request fulfillment and printer cartridge changes and recycling
 - Assist in maintaining Underground Media & Makerspace
- Equipment Checkout (15%)
 - Utilize policy knowledge to effectively respond to customer questions and concerns
 - Completion of inventory check-out/check-in process and verification of customer identity
 - Quality management of inventory condition and maintenance
- Tech Talks (10%)
 - Engage in one-on-one or group tutoring appointments on customer topic of choice
 - Facilitate on demand tutoring requests for Microsoft Excel, PowerPoint, or Word.
 - Perform session evaluations and reporting to track customer progression and assure goal accomplishment
- Administrative (10%)
 - Create, update, and manage end user accounts
 - Participate in continuous process improvements that will result in greater efficiencies and improved customer service
 - Submit time cards accurately and on-time
 - Submit paperwork correctly—complete and accurate and legible
 - Filing paperwork alphabetically by last name
- Other Duties (10%)
 - Attend appropriate marketing events (e.g., GSD 101 Talks, Install Blitz, Spotlight Day, Orientation)
 - Pitch posting ideas for our social media outlets (Facebook, Twitter, Pinterest, Google+ and YouTube)
 - Know how to navigate Google+ Hangouts
 - Assist with special projects, as assigned
 - Ensuring work environment (e.g., desks; break rooms) are clean and neat
 - Attend weekly/bi-weekly staff meetings & trainings on Friday afternoons
 - Other duties as assigned

IV. WORKING CONDITIONS:

Work is primarily performed in an office\ computer lab environment. Employees are expected to be able to type Minimum 25 WPM, and lift 20 lbs. Social interactions with customers and coworkers are required daily. Work is conducted in view of the public and security cameras.

Must be flexible with work schedule (mornings, days and evenings from 7:30 a.m.-11:30 p.m. on Sunday through Friday). Some Saturday work may be required 2-3 times per semester.

We work around class schedules and student organization responsibilities but we expect that our staff will schedule their other activities around their work schedule whenever possible.

Only under special circumstances will applicants be allowed to work a second campus job at the same time.

V. KNOWLEDGE, SKILLS, ABILITIES:

- Soft Skills
 - Optimism
 - Maintain a positive attitude about your position, department and the university community.
 - Communication
 - Proficient verbal and written communication with both customers and coworkers.
 - Teamwork
 - Actively participate in team settings and perform different roles as needed and work cooperatively with others in a variety of tasks.
 - Networking
 - Connecting with students and parents, faculty and staff to build ongoing relationships.
 - Problem-Solving
 - Use critical and creative thinking to solve customer issues quickly and to their satisfaction.
 - Professionalism
 - Exhibit the highest standard of respect, quality, and confidentiality.
 - Ability to learn
 - Having a hunger for knowledge and desire to share your knowledge.
 - Adaptability
 - Maintain openness and flexibility with new and developing situations.
 - Resourcefulness
 - Utilizing available resources, (e.g. coworkers, internet), effectively and efficiently.

- Time Management
 - Organize and prioritize tasks and projects daily to achieve desired results and work independently once given direction.
 - Leadership
 - You are viewed as a student leader and are significant contributors to the EKU community of student success.
 - Customer Service
 - Reflect a positive image and attitude for IT and EKU while using excellent customer service skills (online, on the phone, and in person).
- Technical Skills
 - Knowledge of general helpdesk operations and services
 - Basic troubleshooting knowledge of Local Area Networks, Ethernet and Wi-Fi
 - Basic troubleshooting knowledge of computer hardware and peripherals
 - Knowledge of operating system navigation and troubleshooting, including Windows Vista, 7, 8, 10 and Mac OSX
 - Knowledge of Eastern Kentucky University compliance software, including Symantec Endpoint Protection and OS updates/service packs
 - Knowledge of Microsoft Office, specifically Excel, PowerPoint, and Word
 - Knowledge of mobile operating system navigation and troubleshooting, specifically Apple iOS and Google Android
 - Knowledge of configuring Microsoft Exchange accounts on multiple operating systems and various applications
 - Basic understanding of these IT security issues: spam, phishing, viruses, ransomware, creating strong passwords

VI. EDUCATION AND WORK EXPERIENCE:

No previous work experience is required.

VII. REQUIREMENTS:

The following are requirements for hire:

- Currently enrolled full-time EKU undergraduate student
- Passes EKU background check
- Passes 8-week probationary period
- Good Academic Standing (2.0 GPA, or higher)
- Commitment to employment for academic year
- Must be eligible for federal or institutional work study. Please ask for Federal Work Study on your FASFA each year!

The following are requirements that persist through employment:

- Knowledge of and adherence to ECU and IT Policies
- Provide 2 weeks' notice before ending employment
- Participate in yearly week long training & on-going trainings
- Work 3-4 required Saturdays per semester
- Maintain Good Academic Standing (2.0 GPA, or higher)
- Attend weekly\bi-weekly staff meetings/trainings