## Student Job Details

<table>
<thead>
<tr>
<th>Team and/or Unit:</th>
<th>University Service Desk / LITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Position Title:</td>
<td>Student – Service Desk Analyst</td>
</tr>
<tr>
<td>Classification Level:</td>
<td>3</td>
</tr>
<tr>
<td>Hourly Rate:</td>
<td>$9.00</td>
</tr>
<tr>
<td>Available openings:</td>
<td>2</td>
</tr>
<tr>
<td>Hours per week:</td>
<td>20</td>
</tr>
<tr>
<td>Specific time periods required, if any:</td>
<td>minimum 3 hour increments between 10am – 5:30pm</td>
</tr>
</tbody>
</table>

**Work Schedule:** M - Th

### Responsibilities/Duties:
- Respond to service requests and incidents over the phone and via Chat or ticketing system
- Perform diagnostic and troubleshooting steps for Laptops/PC/Applications
- Support faculty, staff and students to maintain customer functionality and satisfaction
- Advise customers on next steps to resolve assigned tickets
- Escalate issues to Tier 2 to ensure customer incidents and service requests are resolved
- Utilize IT Service Management tool to document customer information and verify equipment

### Requirements:
- Emory University student with customer service experience
- Team oriented, cooperative, trustworthy, respectful, supportive, diplomatic, tactful and collaborative
- Can be counted on to meet or exceed goals
- Can demonstrate entry level functional and technical knowledge and skills
- Experience using Mac and Windows operating systems
- Strong written and verbal communication skills
- Strong work ethic
- Ability to adhere to a set schedule, working a minimum of 12 hours per week
- Ability to work with a group and independently

**Interviewer Name:** Sharon P. Gregory

**Contact Number and/or Email:** Lits-studentjobs@emory.edu

**Form Submitted by:** Sharon P. Gregory  
**Date:** 7.22.16