

What's available is an hourly student position at an IT Help Desk. The helpdesk supports Faculty, Staff and students of the Electrical and Computer Engineering Department, The Institute for Systems Research Department and the Physics Department. Students will troubleshoot network, OS, hardware and application related computer problems. Students will field questions by phone, by email and in person. The helpdesk is open from 8am to 5pm and must remain staffed the entire time (including winter and summer). Within that window hours are fairly flexible. Students will also have the opportunity to be involved with and trained on several new technologies which include Virtual Machines and Thin Clients. Training will be provided when necessary.

Experience:

Previous IT work is valued highly. No programming experience is necessary. Previous customer service related job is valued highly. Experience with Windows is a must. Experience with Mac, Linux and UNIX is a plus. Individual should be highly motivated, tech savvy, capable of problem solving and interested in learning about computers and enterprise networking.

If interested contact: Aaron Sanders e-mail: dingus@umd.edu