JOB TITLE:	TECHNOLOGY ASSISTANT
Department:	Technology
Location:	VanVliet Hall – Network Hub Room 107
Supervisor Name:	Sherry Cusick
Supervisor Phone Number:	563.589.3721
Supervisor Email:	scusick@dbq.edu
Duties and Responsibilities:	• Provide secondary support for Technical Support/HelpDesk which includes email, phone, or walk-in clients. • Maintain organized methods of work order generation and follow-up procedures for resolution, documentation, and communication related to help requests, under the direction of the Technical Support/HelpDesk. • Provide secondary support for the Microcomputer Specialist which can include (under supervision): Transport, setup and troubleshoot hardware workstations and/or peripherals. Install and/or support the functionality of Microsoft Applications and other applications. • Provide incidental assistance to the Network Specialist. • Provide incidental assistance to the Director of Technology. • Provide incidental assistance to the Director of Information Systems. • Performs duties in a manner that assures security of confidential and/or sensitive information.
Classification	None
Purpose or Role within the Organization:	Supports the functions of the Technology Department.
Rate of Pay:	Minimum Wage
General Qualifications:	Must be enrolled at least half-time.
Length of Employment:	Beginning of the fall semester to the end of the spring semester.
Evaluation Procedures & Schedules:	None