

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
Job Responsibilities:	<ul style="list-style-type: none"> • 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.