



Academic Year 2018-2019

[Job Title]

Technology Support Assistant

Reports To

Director, IT End User Services

Location

Wellesley

Hours

Flexible, Monday – Thursday 9:00 am – 9:00 pm; Friday 9:00 am – 5:00 pm.

Job Overview

The Technology Support Assistant performs a variety of IT support duties to augment the End User Services group and ensure smooth delivery of technology services.

Responsibilities and Duties

- Monitor open computer lab, providing technology assistance regarding MassBay standard software applications; desktop and laptop computers; printing; and wireless network connectivity to students, faculty, and staff.
- Escalate issues to on-duty MassBay End User Services Analyst as needed.
- Replenish printer consumables across campus.
- Assist MassBay IT End User Services Analysts with technology support in classrooms, conference rooms, offices, and at events.
- Assist in moving and setting up workstations, peripherals, and networking equipment.
- Perform other duties as assigned

Qualifications

- Experience using Windows 10 and Microsoft Office. Customer Service experience. MassBay STEM student experience preferred.
- Strong verbal, phone, email communications skills.
- Motivated, eager to learn, accepts direction, reliable.
- Ability to lift 30 lbs.

PLEASE NOTE:

Student Must Qualify for Federal – Work Study in order to be officially hired. Please contact the Financial Aid Office at 781-239-2600 or cmoreno@massbay.edu to confirm your eligibility for Federal Work-Study. Students who begin working without having completed all required documents WILL NOT BE PAID for those hours worked.



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- **Contact Information**
- dcopson@massbay.edu

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