

Position Description

University Housing Network Technician Rev. 2/06

Overview

This student employment position will assist with installation and set-up of network communication hardware and software within a residence hall computer network anticipated to include more than 700 users. Additionally this position will provide on-going troubleshooting and assistance for ResNet users. Frequent contact with student customers should be expected.

Minimum Qualifications

- Enrolled as full-time student at Pittsburg State University (maximum of 15 credits without approval of supervisor).
- Maintain minimum term and cumulative GPA of 2.50.
- **Live in Pittsburg State University residence hall during term of employment.**
- Demonstrate excellent communication and organizational skills.
- Familiarity with both Intel based and Macintosh systems with a working knowledge of Windows and Macintosh OS.
- Familiarity with anti-virus/spyware installations and troubleshooting.
- Basic knowledge of network connectivity, including wireless
- Aptitude to learn on the job.
- Willingness to interact with student customers and assist in problem solving.
- Ability to work independently while maintaining timely communication with a variety of persons and supervisors.
- **Must be fully available (9am 9pm) on Aug. 18-19th. Will also require heavy hours during the first 2 weeks of the semester.**

Experiences Gained

- Diagnosis and problem solving relative to computer hardware and software.
- Communication and customer service skills.
- User training and development.
- Hardware and software installation and configuration

Dates of Employment – (must be available to start on these dates)

Fall Semester: Monday, August 20, 2007 through Friday, December 14, 2007

Spring Semester: Wednesday, January 16, 2008 through Friday, May 16, 2008

Remuneration

- 10 hours per week, \$1300 per semester

Application Process

Applications can be located in the University Housing Office (209 Horace Mann). All applications MUST be returned by March 30, 2007 for consideration. Applications will be reviewed April 5th and 6th. Interviews will be granted the week of April 16th with decisions made by April 27th. Any questions should be directed to Mike Sullivan at 235-4215.