

OIT SWAT : Technology Support Frontline

This page last changed on May 13, 2011 by en25.

Position Summary

Technology Support student consultants provide customer service and technical support for the computing needs of the Duke Community at several locations across campus, including the Link in Perkins Library, Lilly Library on East, and labs and ePrint stations across campus. Students work in a fast-paced environment with constant interaction with faculty, staff and students.

Duties & Work Performed

- Provide first-level technical support and customer support primarily via customer walk-in. Support includes operating system problems, email accounts, connectivity issues, spyware/virus removal, hardware diagnostics, classroom multimedia and instructional technology equipment and desktop software packages. Update case information in tracking systems and escalate issues to full-time staff as necessary.
- Provide first-level support for OIT ePrint stations on East and West Campus, including replacing paper and toner, removing paper jams, and reporting problems that can't be fixed to full-time staff.
- Attend bi-weekly student employee meetings and other trainings as assigned.
- Work on other projects and issues as required.

Experience & Skills

- Excellent written and verbal communication skills.
- Previous experience in a teaching, tutoring or customer service role.
- Demonstrated aptitude and interest in learning about technology.
- Technology troubleshooting experience (Mac, PC or Linux) is preferred, but not required - training is provided.

Incentives

- Starting wage is \$10 an hour, with opportunities for increases the longer you stay in the program
- OIT offers multiple opportunities for paid training and skill development for student employees

How to Apply

Applications are submitted online from a link at <http://www.oit.duke.edu/help/swat/join.html>. Students with more questions can contact Erin Nettifee (erin.nettifee@duke.edu) for more information.