

**FLORIDA STATE COLLEGE AT JACKSONVILLE  
JOB DESCRIPTION, 2018**

**STUDENT WORKER - INFORMATION TECHNOLOGY**

**FLSA STATUS: NON-EXEMPT**

**JOB FAMILY: INFORMATION TECHNOLOGY      JOB FUNCTION: STUDENT SERVICES**

**GENERAL STATEMENT OF JOB**

Student workers assist the Information Technology Department in providing college-wide technology support, to include campus or center service desk support, through customer support through email, chat, phone or in person.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES**

Assists in installing computers and associated peripherals in active directory.

Assists with troubleshooting of hardware in active directory.

Assists with software installation or changes in active directory.

Assists with helpdesk tickets in active directory.

Assist in joining/removing computers from the domain or changing passwords in active directory.

Answer phone calls and entering support request tickets in active directory.

Assists with other technologies, as needed.

Display positive customer service with all students/families, faculty and administration.

Maintain a professional attitude and confidentiality about matters such as class standards, grades and student complaints.

**SUPERVISION RECEIVED**

Supervision is received from the appropriate supervising administrator.

**SUPERVISION EXERCISED**

None

**MINIMUM QUALIFICATIONS**

High school diploma or high school equivalency degree.

**PREFERRED QUALIFICATIONS**

Information Technology Student Workers be enrolled in technology related courses.

**MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED  
TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Must be physically able to operate a variety of machines and equipment including computer, office equipment, telephone, etc. Physical demands are essentially those of sedentary work. Tasks may require extended periods of time at a keyboard or workstation.

**Data Conception:** Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of documentation, files, accounts, and equipment.

**Interpersonal Communication:** Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving assignments, instructions, and/or directions.

**Language Ability:** Requires ability to read standard English, as well as basic technical data, policy and procedure manuals, codes, etc. Requires the ability to prepare forms and reports using prescribed formats. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

**Intelligence:** Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, and to follow oral/written instructions. Must be able to communicate effectively with co-workers, the public, and students.

**Numerical Aptitude:** Must be able to add, subtract, multiply and divide; calculate decimals and percentages.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape, and visually read various information.

**Motor Coordination:** Requires the ability to coordinate hands and eyes accurately in operating modern office equipment and machinery.

**Manual Dexterity:** Must have minimal levels of eye/hand/foot coordination.

**Color Discrimination:** May not require the ability to differentiate between colors and shades of color.

**Interpersonal Temperament:** Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate levels of stress, imposed by frequent deadlines, peak workloads, or public/student contact.

**Physical Communication:** Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

**Environmental Requirements:** Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).