Student Financial Services
15 Main Street
Henniker NH 03242
Phone (603) 428-2226
Fax (603) 428 –2404
Email: *sfs@nec.edu*

New England College

Student Employment Job Description

Job Title: Help Desk Technician II
Department: Information Technology

Student's Name:_____
Length of Employment (check one): Fall ___ Spring ___ Both ____
Reports to: Director of Technology Support Services

Job #: 440F3
Category: (Student)
Pay Rate: 7.75
9-1-08
Office Use Only

Position Purpose

The Help Desk Technician II is the advanced-level technical position in the TechNEC area. The HD Tech II does substantial amounts of student technical support and in-dorm support as necessary. The student Help Desk Techs are the primary method of student support during the academic year.

Duties & Responsibilities

- Staff the TechNEC service area in the Danforth Library basement during "carry-in hours" as defined by the Director of Technology Support Services.
- Level I & Level II support of student issues
- Receive help desk workorders via the TechNEC tracking database, solve or escalate the workorder, document resolution or escalation, and close workorder.
- Provide advice, assistance and knowledge transfer to the Help Desk Tech I
- Carry-in and in-dorm end user support under the supervision of more experienced technicians

Support for

- Students & occasionally staff

Position Requirements

• **Skills & Knowledge**	• **Experience**	• **Education**
• Advanced computer knowledge • Familiarity w/MS Office • Knowledge of networking concepts • PC & network troubleshooting skills • Good customer service skills & phone skills • Attention to detail	• Have worked on computers in a business or educational setting (high school helpdesk or prior TechNEC experience) • Prior technical work experience required	• Computer training (keyboarding or basic PC courses) • Advanced computer training (A+ certification desirable) • MC 1100 desirable but not required

_____ _____
Supervisor's Signature Date

_____ _____
Student's Signature Date

_____ _____
Student Financial Services Date