

**JOB ANALYSIS
CSC WORK STUDY PROGRAM**

Department: IT Services
Job Title: Student Worker
Supervisor: Mike Kratz

Specific Experience and Skills Required:

Assist students at the Help Desk. Knowledge of MS Word, Powerpoint and Excel and experience using Moodle and mySandburg, online class experience a Plus!

Licenses or Training Required:

None

Hours Needed to Work:

10-20/week

Description of Job Duties:

Person will answer phone calls from students, staff and faculty. They will log the call and follow up at times to ensure the issue was resolved. The student will also manage the printers in the library and do some light cleaning. Dependability and punctuality is a necessity for retaining a position at the helpdesk.