



## Part-Time Helpdesk Technician Role Profile

### Role Details:

<b>Job Title:</b>	Part-Time Helpdesk Technician	<b>School/Dept:</b>	GCNYC
<b>Reporting to:</b>	Director of Operations & Title IX Coordinator		
<b>Contract:</b>	Part-Time January 4 <sup>th</sup> , 2023- April 10 <sup>th</sup> , 2023, with potential to renew per trimester		
<b>Salary:</b>	\$30-\$40/hour based on experience		

### Job Description

#### Main purpose of the role:

The GCNYC Helpdesk Technician is responsible for the efficient functioning of the College's technology and related systems (see list below). Duties will include installing, making changes, and repairing computer software and hardware. The Helpdesk Technician will provide technical assistance and support to students, faculty and staff via email, Zoom and in-person. They will regularly liaise with the GCU Helpdesk and IT/IS teams in Glasgow to resolve issues. The Helpdesk Technician will work with the Director of Operations, Office & Events Manager and other staff on the procurement and setup of equipment and other needs.

The Helpdesk Technician will manage and ensure the effective usage of the College's "hyflex" classroom equipment such as videoconference cameras, A/V equipment and online learning platforms. They will assist staff, faculty and students on-site including during evening class hours.

The Helpdesk Technician will also assist in maintaining the GCNYC website and make general changes via WordPress.

#### Hours/Schedule:

The Helpdesk Technician must be able to work 18 hours per week including on-site 3-4 days per week from 5pm-9:30pm to support hyflex classes. The schedule of classes may change per trimester but is typically Monday, Tuesday, Wednesday and/or Thursday. Should classes only be 3 days per week in a given trimester, the additional 4.5 hours can be performed in-person or remotely depending on needs.

There is a possibility for occasional additional hours for events in which the College requires an A/V Technician. The Helpdesk Technician must be able to work occasional weekend hours. Proper notice will be provided in advance of events.

### Accountabilities/Responsibilities of the role:

- Serve as the first point of contact to assist students, staff, and faculty with general computer technical issues
- Provide detailed, clear, and efficient information/instructions when resolving technical issues
- Liaise with the GCU Helpdesk and IT/IS teams for troubleshooting and implementing resolutions
- Manage the installation and setup of all computer software and hardware
- Lead on troubleshooting for students, faculty and staff including GCU account setup and issues
- Manage and maintain IT/IS systems and equipment including keeping inventory of all College equipment
- Assist in procuring new or replacement equipment and related services
- Make website content updates and changes
- Provide on-site assistance with classroom “hyflex” technology during class evenings
- Provide assistance to the Director of Operations and Office & Events Manager on related projects
- Share feedback and suggest improvements on systems and equipment with the Director of Operations and Office & Events Manager
- Work independently to confidently find and create solutions and deliver them from start to finish
- Other duties as assigned

### Below is a non-exhaustive list of equipment and other technology the Technician may work with:

- Laptops and computers (Mac and PC)
- Video conference equipment (cameras, Crestron system, sound equipment)
- A/V equipment (mics, digital mixing board, speakers, projectors, livestream camera, Crestron presentation system)
- Network room equipment
- Microsoft Suite (Outlook, Teams, OneDrive, Sharepoint etc.)
- Zoom (this is the platform that hyflex classes are run on)
- WordPress (experience not required, training can be provided by GCNYC)
- Security systems (Watchdog and eMerge)
- iPhones, iPads and Android phones

### Person Specification

Please input below the expected criteria (Educational/ Academic and/or Professional Qualifications; Knowledge and Experience and Skills and Behaviours) required to carry out the role.

You must identify a minimum of 8-10 essential criteria which should be preceded with E for Essential or D for Desirable. Essential criteria must be met in order for candidates to be considered for selection.

The essential criteria must relate to the accountabilities and generic criteria required to carry out the role. It is the defined minimum (essential) requirements to effectively carry out the role. Desirable requirements can be described as criteria which enhances job performance.

This criterion is a fundamental feature of the selection process and forms the basis for structured interviews and guidance on which other selection techniques (e.g. presentations, group exercises, ability tests) can be included in order to ensure a fair and thorough assessment process has been conducted.

<p align="center"><u>Expected Criteria</u></p> <p align="center">Input expected criteria under the following headings and denote whether it is E- Essential or D – Desirable</p>	<p align="center"><u>Assessment Method</u></p> <p align="center">Please identify which method of assessment will be most appropriate measure of criteria for the role.</p>
<p align="center"><b>Education &amp; Professional Qualifications</b></p>	
<ul style="list-style-type: none"> <li>Bachelor’s degree from a regionally accredited College or University (E)</li> </ul>	<p>Application, interview, references</p>
<p align="center"><b>Skills, Knowledge &amp; Experience</b></p>	
<ul style="list-style-type: none"> <li>Excellent communication (oral, written and listening) skills (E)</li> <li>Ability to communicate technical guidance and instruction clearly and effectively to staff, students and faculty (E)</li> <li>Excellent organizational skills and strong attention to detail (E)</li> <li>Ability to work effectively as a member of a team and independently (E)</li> <li>Strong analytical and problem-solving skills (E)</li> <li>Proficiency in the use of the technology and equipment listed above (E)</li> <li>Ability to work in fast-paced environment while meeting objectives (E)</li> <li>Excellent customer service skills (E)</li> <li>Experience working with standard productivity software (E)</li> <li>Experience with IT/IS assistance in an office environment (E)</li> <li>Experience managing and maintaining computer and A/V equipment (E)</li> <li>Experience working with hybrid/hyflex classroom technology (D)</li> <li>Proficiency in social media platforms (D)</li> <li>Experience in working with a diverse population of adult students in an educational setting (D)</li> <li>Demonstrated ability to develop and maintain productive and constructive working relationships with a diverse range of stakeholders across campus and in community (E)</li> <li>Demonstrated commitment to diversity, equity and inclusion (E)</li> </ul>	<p>Application, interview, references</p>
<p align="center"><b>GCU/GCNYC Values &amp; Behaviours</b></p>	
<ul style="list-style-type: none"> <li>Demonstrates behaviours which are consistent with the <b>GCU/GCNYC Common Good Mission and Values (Integrity, Responsibility, Creativity &amp; Confidence)</b></li> </ul>	<p>Application Form &amp; Interview</p>