The ITS Helpdesk is looking for dedicated Graduate Assistants for the 2016-2017 school year! Summer 2016 positions also available

Qualifications
- Good knowledge of computer hardware and software
- Can troubleshoot multiple devices and wireless related issues
- Experience with Windows, Macintosh, iOS and Android platforms
- Great customer service and communication skills
- Eagerness to learn new technologies
- Willingness to help others

Responsibilities
- Troubleshoot general computer software and hardware problems
- Answer questions related to Wi-Fi, email, printing, etc.
- Help Students, Faculty and Staff set up their accounts
  - Activate Exchange email accounts
  - Check status of accounts
- Resolve connection problems
- Connect laptops to printers
- Ensure that laptops have anti-virus software, remove malware if needed
- Map network drives
- Keep area clean and hospitable for customers
- Log, create and resolve tickets in WebHelpdesk

Requirements
- Able to work during the 2016-2017 school year, or longer
- Can work a minimum of 5 hours per week
- Punctuality and personal responsibility
- Complete tasks and duties as assigned by Helpdesk Manager
- Excellent interpersonal skills. Previous IT experience a big plus!

Working as a GA at the ITS Helpdesk is a great way to gain hands-on experience with some of the latest technologies. You will work with the entire MIIS community and help them understand how our tools at MIIS can be used to their advantage. If you are interested, please contact ITS Helpdesk Manager Greg Harris at gharris@miis.edu or call (831) 647-6425.