POSITION SUMMARY

Provide support to the Learning Center staff and students. This position will provide computer related end user support to students, to include resolving issues. Will assist students as they navigate through myLoneStar. Will also provide assistance during workshops and events. Required to file, make copies, create packets, and provide directional information to students. Will work with diverse groups. May interact one-on-one with students. May interact with a high volume of customers.

PRIMARY RESPONSIBILITIES

1. Filing
2. Copying
3. Answering phones, taking messages, redirecting calls
4. Pick up and deliver mail
5. Scanning and/or shredding
6. Provide general information related to the department
7. Record maintenance, preparation and review of forms, data entry
8. Mail department information
9. Send standardized department emails
10. Provide handouts and/or forms to customers
11. Set up learning environment (such as labs, classrooms, etc.)
12. Check out equipment
13. Event preparation and support
14. Prepare Reports
15. Maintain knowledge of multiple programs
16. Provide limited technology support to end users
17. Guided tours (as needed)

REQUIRED QUALIFICATIONS

- High School Diploma or Equivalent
- 1 year of related experience

KNOWLEDGE SKILLS AND ABILITIES

- Customer service skills
- Interpersonal skills
- Organizational skills
- Proficiency with one or more office software (Word, Excel, PowerPoint, Access)
- Communication skills (written and/or oral)
- Analytical and problem solving skills
- Ability to multi-task
- Working knowledge of general office procedures and practices
USE OF EQUIPMENT AND MACHINERY

- Pushing or pulling carts or other such objects
- Lift objects weighing up to 20 lbs.
- Use small office equipment including copy machines or multi-line phone system
- Use computer for word processing