



Turtle Mountain Community College

10145 BIA Road 7
P.O. Box 340
Belcourt, ND 58316
Phone 701-477-7862
Fax 701-477-7892
www.tm.edu

Student Help Desk Technician

Position Title: Student Help Desk Technician
Contract Term: 10 to 20 hours per week
Accountable To: IT Director
Salary: \$11.00 per hour

Summary of Position: The Student Help Desk Technician will be responsible primarily for the operation of the IT Help Desk and the daily technical performance for users across TMCC's main campus and other sites. Will provide technical support to users via telephone, email, in-person and other electronic means.

JOB CHARACTERISTICS:

Personal Contacts:

This position will work on a regular basis with students, faculty and staff to discuss their technical problems.

Supervision Received:

Supervised by IT Director

Essential Functions:

This position performs day to day support and maintenance of the PCs, Printers and Peripherals. This position works with staff, faculty and students to resolve technical issues.

RESPONSIBILITIES:

- Provides friendly, accurate and dependable support to all users while providing follow-up with users to ensure satisfaction with the services and solution rendered.
- Perform patch management task including maintaining current knowledge of available patches, deciding what patches are appropriate for systems.
- Improves existing programs and systems by reviewing objectives and specifications; evaluating proposed changes, recommending changes, making modifications.
- Assist in maintaining inventory of workstations, peripherals, software licenses and other equipment and supplies.
- Record and track all issues and problems in the Help Desk software system.
- Assist faculty and students to resolve online/hybrid course related technical problems.
- Install and maintain computer hardware and peripherals, OS, application software and A/V equipment.
- Assist with maintenance of college networks, switches, servers, security cameras and cabling.
- Monitor user incidents through Help Desk software and coordinate with technicians to resolve the issues.



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- The highest level of confidentiality will be maintained, student will have access to privileged information that is strictly governed by institutional policies and other state and federal laws.
- Develop and maintain work reports.
- Other duties as assigned.

JOB REQUIREMENTS:

Knowledge:

This position requires in depth knowledge of computer hardware, peripherals, Windows OS, application software, A/V equipment and software. Strong communication skills are required.

Skills:

This position requires skills in troubleshooting technical problems in timely manner.

Abilities:

This position requires the ability to learn newer technologies and tools and implement them in the college.

Physical Demands:

Position will occasionally require long periods of sitting and working on the computer and other office paperwork. Lift and move as much as 50 lbs of equipment and supplies short distances is frequently required. Safely climb ladders while carrying 20 lbs. of equipment/supplies, pulling wires/cables in small spaces and pushing carts with equipment are also occasionally required.

EDUCATION AND EXPERIENCE:

Minimum Qualifications:

- High School Diploma or GED.
- Currently enrolled student in either the Network Administrator or Cybersecurity Program

Preferred Qualifications:

- 9-month certificate in either Network Administrator or Cybersecurity.
- One-year documented work experience in IT.
- Experience working in a tribal college setting.

Written: 9/24/21