

Job Description

Carroll University
Information Technology Services
100 N. East Avenue
Waukesha, WI 53186

Purpose of Job:

- Provide essential IT services to all faculty, staff and students at Carroll University.

Duties & Responsibilities:

- **Student Help Desk Technician**
 - Our Student Help Desk Technicians provide email, telephone and in person support to all members of the Carroll Community, including faculty, staff and students.
- **Lab Assistant**
 - Our Lab Assistants provide assistance to our computer lab patrons in the Tech Center. This includes answering questions and keeping the printers stocked with paper and toner.

Job Qualifications:

- You must have good customer service skills and be able to interact professionally with all members of the Carroll Community, including faculty, staff and students.
- You must be willing to learn.
- You must be willing to complete any assigned duties without direct supervision.
- Previous IT experience is **not** necessary.

Supervisor:

- Rob Morris
262-524-7118