

***NAPA VALLEY COLLEGE  
STUDENT WORK STUDY  
JOB DESCRIPTION***

**TITLE OF JOB:** STUDENT ASSISTANT - IT      **POSITION UPDATED:** JUNE 2018

**DEPARTMENT:** INFORMATION TECHNOLOGY

**GENERAL PUPOSE:**

Under direct supervision, provide technical assistance to faculty, staff and the students of Napa Valley College. Gain experience and knowledge through entry level employment.

---

**DUTIES:**

Answer telephones; take messages, direct calls to the appropriate specialist, typing, filing and data entry using Colleague. Give and take directions, sort and distribute mail, do photocopying, appropriately handle information. Provide desktop support and assistance to users who cannot print login to email, etc. Assistants also configure, build, image and set-up PC's. Other duties as assigned.

---

**SKILLS REQUIRED:**

Ability to type, alphabetize and organize. Follow directions; learn I.T. procedures, practices, filing systems and telephone techniques. Assistants should know basic computer concepts including troubleshooting, installing desktop hardware and software on Windows and Mac OS platforms, installing productivity software including MS office suite, internet browsers, antivirus and printers. Have ability to communicate effectively, both orally and in writing, as well as prioritize requests in a campus environment; track trouble calls and service requests.