



Helpdesk *at Saint Mary's College*

2008-2009 Helpdesk Consultant Contract

The Duties Of A Helpdesk Consultant (HDC) Include But Are Not Limited To:

- Update/create problem tracking system records for all assisted individuals, noting:
 - Contact's name, username, location on campus where problem is occurring, type of computer used, operating system used, and a phone number to reach them at
 - Initial reported problem including as much detail as possible
 - Troubleshooting assistance provided during that initial call
 - Make any corrections and updates to the records necessary, including contact information, computer specifications, and addition details about the problem
 - ALL contacts (and attempts to contact) with the individual via e-mail, voicemail, and in person
 - when any appointment(s) was/were scheduled for, or whether the computer was brought to the Helpdesk for service
 - additional details of the problems encountered
 - what additional troubleshooting was done
 - note any websites used as references
 - the solution to the problem.

- Provide quick and courteous responses to all support requests, creating problem tracking system records to track all calls and walk-ins, note what support was provided during the initial contact, notify the caller of her tracking system number/status when the record is created, and refer as necessary. Requests for assistance should be addressed during the same shift they were received. Overnight requests should be addressed by the next morning shift.
- Helpdesk Consultants should remember that the goal of working in the Helpdesk is not to simply record a problem being reported, but to solve the problem as efficiently as possible. The focus should be on answering the accurately and helpfully during that initial request for assistance whenever possible, rather than passing the question off to someone else. It is understood, however, that many Helpdesk support calls require on-site assistance or staff involvement.
- Read your e-mail from the HDCS and Helpdesk listservs daily and respond when appropriate. Your participation is encouraged and expected.
- Arriving on time for all scheduled shifts and appointments, including ones with faculty, staff, students, other Helpdesk Consultants, the Helpdesk Student Manager(s), the Helpdesk supervisor, and for your shifts in the Helpdesk. Any unexcused absences from appointments, meetings, Helpdesk shifts, or any other Helpdesk Consultant responsibilities will be grounds for probation and/or dismissal.
- The computers and printers in the Helpdesk should always be in working order. Equipment maintenance includes replacing and recycling toner cartridges, restocking the printer with paper, solving simple equipment problems, troubleshooting software and hardware issues, reporting broken equipment, reporting dead network jacks, and re-imaging the computers when needed.
- The Helpdesk should maintain a well-kept appearance. Trash and other non-computing items should be removed from the computer support area. The computers, monitors, keyboards, mice, printers, and other equipment should be cleaned on a regular basis (both physically and data-wise). If you make a mess, clean it up.
- Helpdesk Consultants are expected to stay in the Helpdesk for their shift. Wandering around to the other Information Technology offices is not acceptable, since you need to be available for any phone calls and walk-ins that contact the Helpdesk. If you're not there to address their needs, it reflects poorly on the Helpdesk and all of Information Technology.

- Be aware that Helpdesk Consultants are a very visible face of Information Technology to not only faculty and staff, but to students and their parents. Please greet people with a smile and a welcoming, helpful presence. This also means that HDCs are expected to dress appropriately when they are working. Unprofessional behavior, neglecting responsibilities in favor of homework, and sleeping on duty are not permitted.
- Publicly display important information about computing at Saint Mary's College. This includes, but is not restricted to posters regarding:
 - ResNet Problem Report Forms
 - Computer virus awareness and virus-protection software details
 - General computing policies (acceptable use policy, no food or drink near the computers, laser-quality paper in all printers)
 - Printing policies (<http://www.saintmarys.edu/~printlimit>)
- Show individuals how to use network drives and software, how to check their network quota, and make them aware of the Computer Usage Policy at Saint Mary's College (Policy on the Responsible Use of College Computers and the Internet).
- Perform routine troubleshooting (including initial network setup, troubleshooting network problems, answering network application questions, removing viruses and spyware, and basic Microsoft Office software questions) and report additional problems to the Helpdesk supervisor.
- Perform a variety of tasks as assigned by members of Information Technology staff, which may include equipment and software installations, software reimaging of computers, equipment repair, cleaning computer equipment, delivery of computer equipment, and preparation and distribution of documentation.
- Attend scheduled meetings and training sessions with the Helpdesk supervisor and Helpdesk Student Manager (unless you receive prior approval to miss the event due to an academic conflict). Any unexcused absences from appointments, meetings, office hours, or any other HDC responsibility will be grounds for probation and/or dismissal.
- **Helpdesk Consultants are expected to work while classes are in session, during study days, and through finals week.** (This is a campus-wide policy for all student workers employed at Saint Mary's College.) If you will not be available, you will have to make arrangements with another HDC to cover your responsibilities and notify the Helpdesk supervisor of the arrangement.
- The time commitment for Helpdesk Consultants varies by individual. HDCs are required to work at least 5 hours a week (unless alternate arrangements were made by special agreement with the Helpdesk supervisor and Financial Aid). HDCs will work and be paid for additional hours during training and Orientation.
- **The Helpdesk Consultant position is for an entire academic year.** You are expected to keep your commitment to Information Technology until the end of finals week in the spring semester. Exceptions include studying abroad, graduating mid-year, termination from the position, and unavoidable circumstances. If you have to leave for any reason, you must notify the Helpdesk supervisor as soon as possible.

Your signature on this contract indicates your acceptance of all the above terms. Lack of adherence to any of these responsibilities will be grounds for dismissal.

HDC Signature _____ Date _____