**Dragon Scholar / IT Helpdesk/ Student Support**

**Location:** Donnelly College, Kansas City, Kansas

**Full/Part Time:** Part-Time (9 hours per week)

**Position Reports to:** IT Services Manager.

**Exempt/Non-Exempt**: Hourly Compensation: $14/ hour

**About Donnelly College**

Donnelly College, located in the heart of Kansas City, Kansas, is an independent, coeducational, Catholic institution founded by the Benedictine Sisters of Mount St. Scholastica and sponsored by the Archdiocese of Kansas City in Kansas. The college was established in 1949 to meet the needs of urban immigrants and the working class, with special focus on “those who might not otherwise be served.” Today, Donnelly continues that tradition by providing access and affordable education within a culture that promotes student success, and by serving as the region’s only federally designated Minority Serving Institution and Hispanic Serving Institution. Our community is proud of the rich racial and ethnic diversity of our students, staff and faculty and how that diversity supports our learning environment. Through a strong general education curriculum integrated with career-oriented majors, Donnelly College offers programs leading to bachelor and associate degrees and certificates. To find out more, please visit [www.donnelly.edu](http://www.donnelly.edu).

**Job Summary**

The IT Helpdesk/Student Support role is to ensure proper computer operation so that end users can accomplish business tasks. This includes receiving, prioritizing, documenting, and assist end user help requests.

**Responsibilities**Specific responsibilities for the IT Helpdesk/Student Support position include the following:

* Assist other students as they encounter any technical issue in the computer labs.
* Assist students with logging into their student accounts (OneLogin, OneLogin Mobile App, Canvas, Student Email, Empower self-service etc.)
* Escalate requests (when required) to the appropriately experienced computer staff.
* Enter service requests when technology issues are detected.
* Respond to incoming help requests from end users via telephone and e -mail in a courteous manner.
* Perform preventative maintenance, checking and cleaning of workstations, printers, and peripherals.
* Filling out toner, waste toner box and paper to the community printers across campus.
* Perform periodic technology checks in classrooms to detect issues in sound, projectors, screens, computers and any other classroom technology.
* Other duties as assigned by IT Services Manager.

**Qualifications**

* Current Donnelly student enrolled full time in their second semester or beyond.
* FAFSA Eligible
* Must register for BS 183A, a one credit course (may be negotiable: See Yvonne Telep with questions)
* An interest in student contact and interaction.
* Organizational skills and attention to detail.
* Ability to work with others in a diverse setting.
* Availability to work approximately 9 hours per week throughout the 16-week semester.

**Preferred Qualifications:**

* Previous Work study experience
* Completion of CCS 170 with a B or better
* Priority will be given to students with a GPA of 3.00 or higher

**How to Apply**

Apply before May 7th 2021 online at [Dragon Scholars](https://forms.office.com/Pages/ResponsePage.aspx?id=S_8IWW-rUkmWHLbDxQ34K6IuuEoQBXVDpW8Sa2MMOe5UNUpSWk9TWTBPVFZGUThPR0FUSU9BWFk2Wi4u)

Questions? See Yvonne Telep in Career Services