



## Technology Support Student Assistant Job Description

### Description:

The Library Technology Support assistant worker helps Library Technology Support staff. Job duties include:

- Use basic computer skills to help support the LSU Libraries computer hardware.
- Setup and configure PCs and laptops with Windows OS.
- Aid in troubleshooting and solving hardware and software problems for both LSU Libraries' faculty and staff PCs and public access PCs.
- Assist with troubleshooting tickets in a prompt manner using the Library Ticketing system
- Assist with LSU Library computer hardware inventory.
- Other projects as assigned

### Experience required:

- Familiar with Windows 10 operating system
- Proficient in Microsoft Office
- Experience with installing and configuring software applications.