Division of Information Technology - IT Help Desk
Graduate Assistant Position

The Division of Information Technology is accepting Graduate Assistant applications for a Spring 2027 position.

Our Graduate Assistants can work in various IT specialty areas, including the Call Center, Computer Labs, Hardware and Software Support, Enterprise Systems, Cybersecurity, and others. **This opening is for a position with the IT Help Desk, which provides technical support to customers by phone, chat, and in person.**

Responsibilities:

- Identifying and resolving customer issues with software, university systems, computers, mobile devices, peripherals, network connections, and printers via phone, chat, remote support, and in-person
- Providing top-notch customer service and technology support for University students, faculty, and staff
- Tracking all support work done in the IT work management system and documenting full details of support interactions
- Creating and following technical guides and process documentation
- Helping train, mentor, and supervise student technicians
- Working on special projects and performing other duties as assigned
- Providing communication, support, and consultation to full-time staff

Work Requirements:

- Meet Graduate Assistant qualifications
- Work 20 hours weekly during our operating hours, Monday-Friday 8am-6pm
- Be punctual and reliable in attendance
- Maintain a positive attitude and customer empathy
- Represent the Division of Information Technology in a professional manner

What makes a good IT Help Desk Graduate Assistant:

- Excellent leadership and management skills
- Excellent customer service skills
- Excellent written and verbal communications skills
- Excellent technical troubleshooting skills
- Excellent technical and process documentation skills
- Preference will be given to students with two years remaining in their degree program

Submit application and resume at: Work With Us - Information Technology - Missouri State.