Information Services
Graduate Assistant Position

Informaiton Services is accepting Graduate Assistant applications for **SUMMER & FALL 2025.**

Our Graduate Assistants work in different Information Services specialty areas, including the Call Center, Computer Labs, Hardware and Software Support, Enterprise Systems, Cybersecurity, and others. Each of these areas have a special support focus, but they all have the same basic responsibilities.

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
- Working on special projects and performing other duties as assigned
- Provide 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 Information Services in a professional manner

What makes a good Information Services 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 - Computer Services Help Desk - Missouri State.