2020/2021 Helpdesk Consultant Contract

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

- **Please note that due to the constant changing of procedures, processes, and expectations due to the COVID-19 pandemic, exact job duties may change throughout the academic year to accommodate the current situation and how we can best accommodate the Saint Mary's community.**
- When you are on duty, your job is the first priority – not homework. Homework (and other activities such as surfing the web) may be done when there are no other work-related tasks to be completed.
- A list of expectations for when you arrive for your shift are available at http://www.saintmarys.edu/hdcs/HDGuide.html - HDCs are expected to adhere to the list for every shift.
- Update/create problem tracking system records for **all assisted individuals** during your shift, including:
    - the name of the individual requesting assistance, and details about the device(s) being used
    - the description of the problem as the individual reports it (Request Detail)
    - the type of computer (Mac/Windows) used
    - what troubleshooting was done, any scans run, results of the efforts, and note any websites used as references (Notes)
    - ALL interactions (including attempts to contact) with the individual via e-mail, voicemail, and in person (Notes)
    - any corrections and updates to the records necessary, including contact information, computer specifications, and additional details about the problem
    - 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, and
    - the solution to the problem.
    - NOTE: All information listed in the Request Detail is visible to the individual requesting assistance.
- Providing 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, e-mail 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. All requests should be addressed during the same 30-minute shift they were received in. Overnight requests should be addressed by the first 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 accurately and helpfully resolving the issue 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. (HDCs are not expected to be able to resolve Banner-related issues.)
- Read your e-mail from the HDCS and Helpdesk listservs daily and respond when appropriate. Your participation is encouraged and expected. All messages from the Associate Director of Technology Support Services are expected to be read thoroughly and responded to as needed in a timely fashion.
- Arriving on time for all scheduled shifts, appointments, meetings, and training sessions. Reporting for your entire scheduled Helpdesk shift is expected. Excused absences require prior approval to miss all or part of a work-related event, usually due to an academic conflict. Tardiness or unexcused absences from shifts, appointments, meetings, deliveries, or any other Helpdesk Consultant responsibilities will be grounds for probation and/or dismissal. The Absences and Tardiness Policy is posted at http://sites.saintmarys.edu/~hdcs/absences.html.
- If you are unable to attend a scheduled Helpdesk shift, you must request a substitute via the HDCs listserv. Even if you find a substitute, you are still responsible for covering that shift, so make sure your substitute actually shows up!
- While not required, responding to and accepting sub shifts is conduct appreciated by the other HDCs and the Associate Director of Technology Support Services. You are paid for any sub shifts you work.
- Please complete your timecard accurately. Your completed timecards will be compared to the HDC TimeClock for accuracy, and changes will be made on the timecard by the Associate Director of Technology Support Services when necessary. Failure to complete your timecard(s) accurately will be grounds for dismissal.
- The computers and printer(s) in the Helpdesk should always be in working order. Equipment maintenance includes restocking the printer with paper, solving simple equipment problems, troubleshooting software and hardware issues, and reporting broken equipment.

- 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. If a Helpdesk Consultant is sent on an errand, a second Helpdesk Consultant must be available to staff the Helpdesk during her absence.
- Helpdesk Consultants will adhere, to the best of their ability, the schedule of white and gray weeks for pickups, deliveries, and other assignments. The schedule is posted at www.saintmarys.edu/~hdcs/whitegray.html.
- 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. (HR Dress Code: https://www.saintmarys.edu/portal/hr/employee/handbook#dresscode) Unprofessional behavior, neglecting responsibilities in favor of homework, using headphones, and sleeping on duty are not permitted.
- Publicly display important information about technology support at Saint Mary's College. This includes, but is not restricted to, hanging posters in the residence halls and academic buildings as requested.
- Performing basic support for supported mobile devices, including iPhones and iPads. Details for mobile device support is listed at http://sites.saintmarys.edu/~resnet/resnetfaq/mobiledevicesupport.html
- Saint Mary's College uses G Suite for Education for communication and collaboration. Details for supporting Google Mail, Calendar, Drive, Talk, Meet, and other features can be found at www.saintmarys.edu/googleapps. Information Technology encourages everyone to use the web interface for Google Apps. Supported web browsers are current versions of Google Chrome, Mozilla Firefox, Apple Safari, and Microsoft Internet Explorer/Edge.
- Showing individuals how to change their passwords, use network drives and software, how to check their network quota, and make them aware of the *Responsible Use of College Computers and the Internet @ Saint Mary's College* at https://www.saintmarys.edu/it-policies.
- Performing routine troubleshooting (including wireless network connectivity, network drive access, basic Internet security, Microsoft Office, Google Apps) and report additional problems to the Helpdesk supervisor and in the tracking system record for Information Technology staff.
- As the academic year progresses, additional troubleshooting (either remote or hands-on) for faculty and staff computers may be expected.
- Infected or compromised computers should be added to the tracking system and the user should be directed to shut the computer off and leave it alone until the malware has been removed by Information Technology staff.
- Performing 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.
- **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.) You are expected to work the same number of hours during Finals Week as a normal week. 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 are not to work more than 20 hours in any week on campus (except training, orientation, and breaks). HDCs will work and be paid for additional hours during training and Orientation.
- HDCs are responsible for a Helpdesk key and a USB flash drive. These items are distributed in August and are to be returned in May. Items that are not returned will have their replacement value charged to the HDC's student account.
- **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:

Print name: