

STUDENT WORKER PROCEDURES AND GUIDELINES

INTRODUCTION

The purpose of this document is to provide all IT student tech workers some guidelines on the day by day tasks that will be required for this position. A student IT tech worker works closely with all of the IT staff; however, your assistance will be mostly needed by the Information Technology technicians. If required, the student tech worker will have to do some tasks that may have nothing to do with the standard tech responsibilities, such as: Carrying equipment, organizing storage, working with phones, disposing equipment and other non technical work.

MAIN JOB RESPONSIBILITY

The main responsibility for a student tech worker is clearing out work orders that were submitted by the techs or by other areas in IT. All work orders will always have an IT personnel assigned to it, this is to keep track of the work progress. The work order system can be located at <http://helpdesk.ju.edu>. The username and password will be provided to you on the first day of work.

Since we have more than one student tech worker available during the same or different hours, all work orders must be marked by editing the work order and adding a description of "Your name working on it". This is to avoid having two or more student tech workers troubleshooting the same work order.

When the work order is complete, the student tech worker can close it by communicating this to the IT employee that is assigned to the work order or by adding a comment in the description stating that it is complete. This will automatically generate an e-mail to the IT employee assigned to the work order, and it will be closed.

TYPES OF WORK ORDERS

As a student and a technician at the University there are some types of work orders that will not be assigned to you or that should not be completed if assigned to you by mistake. A student worker cannot:

- Work on faculty computers without direct supervision from the IT staff.
- Move/copy faculty, admin or staff files to a share or another computer.
- Cannot login remotely or physically to faculty, admin or staff computers without the approval from the user. If it is a faculty user, then you will have to be directly supervised by an IT staff member.
- Cannot use admin privileges to do favors for faculty, admin or staff employees that go against any of Jacksonville University's technology policies.

If you are asked by an IT staff member to do any of these items above, please report this to the supervisor in the IT area.

WORK AREA RESPONSIBILITIES

If there are no work orders or most of the work orders are in pending status for some reason, then the student tech worker will need to do some tasks in the work area, such as:

- Cleaning old hard drives for disposal (please ask the techs for the current software)
- Evaluating the equipment in the work area to see if it is functioning. Equipment can be evaluated only if it has been there for 2 weeks or more.
- Organize the tech work area and storage rooms.

If all tasks are fully completed the student tech worker will need to report to the technicians for any other work that might be available.