University Libraries
Student Employee Job Description

Title: Systems 1
Pay Rate: Basic

**General Description:**
Provide assistance in the maintenance and upkeep of both computer hardware and software throughout the Kent campus libraries.

**Duties and Responsibilities:**
1. Configure, install, monitor and maintain Library IT users’ desktop software and hardware
2. Support mobile workforce
3. Provide technical support and guidance for moderately complex issues
4. Evaluate, maintain, modify (e.g., creates macros, templates) and document moderately complex desktop application packages
5. Participate in the testing and evaluation of new desktop packages

**Required Qualifications:**
1. Must have good communication skills; must be able to communicate effectively with technical and non-technical users
2. Must be able to establish and maintain cooperative working relationships with end users, colleagues, and technical staff
3. Follows instructions and remembers complex procedures
4. Must be able to lift up to 40 pounds
5. Must be willing to frequently travel from building to building
6. Pays close attention to detail
7. Ability to work cooperatively with others and independently
8. Ability to work under multiple supervisors

**Preferred Qualifications:**
1. Windows and/or Mac Desktop experience
2. Web skills including searching for resolutions to specific, technical issues
3. Excellent critical thinking skills