Job Title:
Service Desk Assistant (8-10 hours per week)
Information Technology Services - Grenfell Campus, Memorial University of Newfoundland

Tasks/Responsibilities:
As a member of the Information Technology Services team, the successful candidate will be responsible for assisting the ITS department with various services that support the Grenfell community. Duties include (but are not limited to): Service Desk support relating to answering and directing calls, entering and assigning support tickets, printing support (including paper refill and toner replacement), basic AV support, and computer/device support; office and reproduction/duplication support including document binding, laminating and other related duties.

Requirements:
The successful candidate must have excellent customer service, organizational, problem solving and time management skills; and have the ability to work independently and as a member of a team. The successful candidate must meet the following criteria:

- a student currently enrolled full-time in an academic semester at Memorial University; OR
- a student who was enrolled full-time in the previous academic semester at Memorial University or another recognized post-secondary institution; OR
- formally or provisionally accepted as a student by Memorial University for the immediate next semester.

Length of contract:
Funding dependent.

To apply, please submit a resume and cover letter to its@grenfell.mun.ca by November 24, 2021