

## **Are you interested in working as a Helpdesk Assistant?**

The helpdesk assistant serves as the first point of contact for students, faculty, and staff, providing basic troubleshooting and general support of software and hardware related issues, Internet connectivity, and maintaining tasks in a ticketing system.

### **Requirements:**

- Current registered Concordia University of Edmonton student
- Understands and supports the mission of Concordia
- Excellent communication skills
- Proficiency with Microsoft Word, Excel, PowerPoint, Moodle, and varied web browsers, is a **must**
- Familiarity with hardware troubleshooting of PC, Mac, iOS, and Android devices
- Familiarity with Concordia's IT services and resources will be a definite advantage
- Availability to work some evenings and/or weekends
- Available for a proficiency testing on August 15th

Apply now by emailing your resume (PDF format), along with three (3) references to [dmacasaet@concordia.ab.ca](mailto:dmacasaet@concordia.ab.ca)

Deadline of application is August 10, 2017