

Title: Assistant II

Reports to: Kathleen Harris

Pay Rate: \$13 (starting)

General Summary: General office and records maintenance using spreadsheets, Service Now, etc...

Duties and Responsibilities:

- Fulfill tasks assigned by Supervisor
- Provide assistance as needed with license and contact records maintenance
- Pick up and deliver telephone equipment
- Obtain necessary voice and data port information necessary to process Telecom requests
- Maintain constant communication with supervisor regarding time sensitive requests
- Assist with adhoc projects as requested

Experience required:

- Must be a currently registered UC Berkeley student.
- Mature, responsible, reliable, and able to follow detailed instructions
- Must have technical aptitude and excellent customer service attitude
- Must have experience creating and maintaining spreadsheets (Excel, Google doc, Smartsheets)
- Knowledge of PC computers and experience with Windows operating systems

Knowledge, Skills and Abilities:

- Excellent verbal and written communication skills
- Solid organizational and time management skills
- Helpdesk ticketing system experience helpful
- Ability to work well with others
- Ability to expand own skills independently a plus
- Knowledge of Windows operating system helpful