Position – IT Solutions Assistant

About the Clemson University Foundation (CUF)

CUF seeks financial support through annual gifts, capital campaigns, planned giving and other ongoing fund-raising programs. CUF manages and disburses assets prudently within a policy that encourages the enhancement of the resources of the Foundation.

Position Description

Job Department: Advancement Services
Reports to: Director of Desktop Support
Job Location: Clemson, South Carolina – Hybrid Work Schedule
Work Schedule: Part Time – up to 20 hours per week
Compensation: $15 per hour

Position Summary

The Clemson University Foundation IT Team seeks a dedicated and proactive part-time student assistant. This role is crucial for supporting the Director of Desktop Support and the CUF IT Helpdesk Team in delivering comprehensive and efficient technical support services. Other duties as assigned.

Job Duties

Helpdesk Management and Support – 30%
Coordinates and manages helpdesk operations, including ticket entry, follow-up communications, and providing issue resolution support. Ensures timely responses and effective solutions to user inquiries and technical problems.

Computer System Setup – 25%
Assists in the initial setup and preparation of computer systems for departmental assignment. This includes installing software, configuring hardware, and ensuring systems are ready for use by end-users.

Inventory Management – 20%
Engages with technical support providers to log and manage inventory and surplus assets. Communicates with outside vendors for investigating products and obtaining quotes, ensuring accurate and up-to-date inventory records.

AI Tools Development and Implementation – 15%
Contributes to the development and implementation of GPTs and other AI tools to optimize and advance the department’s technical support capabilities. Collaborates on projects to integrate AI solutions into daily operations.

Documentation and Process Improvement – 10%
Documents and reviews business processes, contributing to continuous improvement in service delivery. Develops and maintains documentation for processes, ensuring accuracy and accessibility for team members.

Minimum Education: High school diploma or equivalent
Physical Requirements: Sit (stationary position) for prolonged period; Stand for prolonged period; Walk or move about; Communicate, converse, give direction, express oneself; Move, transport, raise or lower; Extends hands or arms in any direction
Requisite Knowledge

**Technical Support and Troubleshooting** - Knowledge of technical support procedures, including hardware and software installation, troubleshooting, and problem resolution. Familiarity with common technical issues and solutions for both PC and MAC workstations.

**Information Technology and Systems** - Understanding of IT systems, including network configurations, telecommunication setups, and inventory management systems. Knowledge of how to use and maintain these systems effectively.

**Documentation and Process Improvement** - Proficiency in creating, maintaining, and reviewing documentation for business processes. Knowledge of techniques for continuous improvement in service delivery through effective documentation practices.

**Artificial Intelligence and Automation** - Basic knowledge of AI technologies, specifically Generative Pre-trained Transformers (GPTs), and their application in enhancing technical support processes. Understanding the principles of automation and its benefits in IT support.

**Administrative and Clerical Skills** - Knowledge of administrative procedures such as word processing, managing files and records, designing forms, and other office procedures and terminology. Skills in organizing and maintaining accurate records and documentation.

Basic Skills

**Organization** - Must be able to organize, plan, and prioritize work with multiple projects and tasks moving in tandem. This role requires high attention to detail and precision, particularly in managing helpdesk tickets and inventory records.

**Communication** - Must be able to effectively communicate technical information to non-technical users. This includes providing clear instructions, writing concise documentation, and engaging in professional correspondence with team members and external vendors.

**Self-Management** - The work varies from structured to unstructured. The student assistant must be capable of self-managing projects, thinking critically to offer solutions, and developing plans to address technical issues and improve processes.

**Technical Proficiency** - Must have a strong working knowledge of basic office software, including but not limited to Microsoft Outlook, Word, Excel, and Smartsheet. Familiarity with troubleshooting and basic IT support tasks is essential.

**To apply: Email a cover letter and resume to CUFHR@clemson.edu.**

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