STUDENT WORKER PROCEDURES AND GUIDELINES
INTRODUCTION
The purpose of this document is to provide all IT student tech workers some guidelines on the day by
day tasks that will be required for this position. A student IT tech worker works closely with all of the IT
staff; however, your assistance will be mostly needed by the Information Technology technicians. If
required, the student tech worker will have to do some tasks that may have nothing to do with the
standard tech responsibilities, such as: Carrying equipment, organizing storage, working with phones,
disposing equipment and other non technical work.
MAIN JOB RESPONSIBILITY
The main responsibility for a student tech worker is clearing out work orders that were submitted by the
techs or by other areas in IT. All work orders will always have an IT personnel assigned to it, this is to
keep track of the work progress. The work order system can be located at http://helpdesk.ju.edu. The
username and password will be provided to you on the first day of work.
Since we have more than one student tech worker available during the same or different hours, all work

WORK AREA RESPONSIBILITIES
If there are no work orders or most of the work orders are in pending status for some reason, then the
student tech worker will need to do some tasks in the work area, such as: - Cleaning old hard drives for disposal (please ask the techs for the current software) - Evaluating the equipment in the work area to see if it is functioning. Equipment can be
evaluated only if it has been there for 2 weeks or more. - Organize the tech work area and storage rooms.
If all tasks are fully completed the student tech worker will need to report to the technicians for any
other work that might be available.