Upon arrival of your shift, the following must be attended to:

**Front Tech Desk:**
- Login in to Kronos.
- Check 3 B&W printers, 1 color printer, and 5 Xerox machines for toner, paper-jams, and paper trays on the main floor.
- Make sure printers are ON.
- Fill paper, if needed.
- Replace toner, if needed.
- Check workstations on the Main floor on both East and West side. All machines should be on.
- Submit a ticket at tuhelp.temple.edu to escalate issues to full-time staff, if needed.
- Complete online tally on any assists, referrals, troubleshooting.
- Cover the Front Tech Desk and provide customer service support.
- Wear red “TECH SUPPORT” vest at all times during the shift.

**Guest Tech Desk**
- Login to Kronos.
- Make sure workstations are ON and show ‘Available’ on monitor screen.
- Check if PC Reservation is available. If ‘Offline’, check PC Reservation server for machine status.
- Submit a ticket at tuhelp.temple.edu to escalate issues to full-time staff, if needed.
- Submit an incident report form at temple.edu/ir, if necessary.
- Before the end of the evening shift, make sure all tables are clean. Use Clorox wipes to clean the desk area.
- Submit online tally relating to troubleshooting, referrals, and assistance.
- Wear red “TECH SUPPORT” vest at all times during the shift.

**LTS Office:**
- Login to Kronos.
- Throughout the shift, check printers, computers, copiers on the main floor, 2nd & 3rd Floor for paper jams, toner replacement, hardware issues, and filling paper trays in printer.
- Check if printer paper supply in LTS needs to be re-filled. Get paper boxes from Joe Gallagher in Mail room.
- Check printers in SEL via web browser for any issues.
- Check with front & LTS tech desk student staff if they need any assistance.
- Assist full time staff with imaging, maintenance, troubleshooting, installation of hardware/software, and any projects assigned by staff member.
- Submit ticket at tuhelp.temple.edu, if imaging or troubleshooting a public workstation.
- When providing assistance on the floor, wear red “TECH SUPPORT” vest.

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