

Student Help Desk ELO

OVERVIEW & EXPECTATIONS

Student Help Desk Attendants provide CHS teachers and students with on-site support during their assigned period in the Help Desk. Through on-site training and aptitude, Student Help Desk Attendants are able to operate technology, troubleshoot issues, make repairs, and retain a positive customer-first atmosphere in the Help Desk. Help Desk Attendants assist the Tech Integration team throughout the building, manage the fleet of student Chromebooks within the Help Desk area, and maintain and instruct others on the use of the various Makerspace tools. This is a community service role to be filled by students that have an interest in helping others. Training provided on-site.

OBJECTIVES

1. Support student Chromebook fleet including systems administration, repair, troubleshooting, maintenance, storage and collection.
2. Support CHS students on-site with online tools and technology-related questions and requests.
3. Support the Tech Integration teacher in researching new tools and technology to enhance subject matter and instruction for CHS staff.
4. Manage and maintain the Makerspace, including repair, safety and usage instruction on all available tools for students and staff.
5. Assist as needed with classroom technology, including class-time operations of projectors, virtual tools, etc.
6. Display consistent, responsible, customer-oriented presence in the Help Desk to assist all CHS students and staff.

HOW TO GET STARTED

1. Request permission from Mr. Bourque, CHS Tech Integration Teacher
2. Contact ELO Coordinator, Mrs. Rockwell at jrockwell@sau8.org to complete ELO Plan & Contract
3. Complete ELO Boot Camp Training (virtual)

ELO REQUIREMENTS FOR CREDIT

1. Commit to duration of Help Desk Attendant position (1 period for 1 full semester)
2. Complete the necessary work required to maintain the Help Desk and Makerspace
3. Keep a weekly log aligned with ELO Community Service competencies ([template provided](#), log checked bi-weekly)
4. Create a reflective oral and visual presentation at the end of the semester for a panel of teachers and peers ([Slides template provided](#))