Technology Help Desk

Request help online
or call 781-736-HELP (4357).
The Help Desk is located in the Goldfarb Library.

Help Desk Hours

What do we do?

Services

What to expect when bringing a computer to the Help Desk

Help Desk Service Level Expectations

Who are we?

The Help Desk is staffed by a mix of students and staff who collaborate closely with the regular staff in Desktop Computing who manage related areas including the Hardware Repair Shop, the Computer Refresh Program, and Computer Labs.

When does the Help Desk hire?

Each spring, the Help Desk hires student staff for the following Fall semester. However, the Help Desk accepts applications all year long, so if you send one in now, we'll be sure to consider you next time we're hiring. (Look for Help Desk Consultant, LTS.)

Help Desk Consultants provide in-person and telephone support to all undergraduates, faculty, staff, and graduate students, and troubleshoot supported network, operating systems, applications, and University systems. Applicants should have solid knowledge of Windows and Macintosh and the Internet. Must be willing to learn and grow with the job. Applicants must be able to think on the job and take reasonable action without supervision.

Apply online