

IT HELP DESK

How can I get help?

You can reach the IT Help Desk in multiple ways:

- in person at the Christopher Center for Library and Information Resources (CCLIR). The Help Desk is located on the first floor between the main computer cluster and Grinders coffee shop (bring your photo ID with you!),
- by phone at (219) 464-5678,
- by email at IT.Helpdesk@valpo.edu,
- on-line via the [online service center](#) and the HEAT Self Service system, and
- by fax at (219) 464-5056.

Interested in a job?

The Help Desk is always looking for talented students to hire. If you are interested in a job, please read the [job description](#), print [the application](#), and fill it out. Then turn it in with a current copy of your resume (if you have one) to Becky Klein, Help Desk Manager, in the Christopher Center, office #100B. If you have any questions, feel free to call Becky at 219-464-5986 or send her an email at Becky.Klein@valpo.edu.

The IT Programming team is looking for talented student programmers for the Spring '10 semester. The position description is available here: [Student Systems Team Programmer](#). To apply for this position, email your cover letter and resume to Rachel.Rivera@valpo.edu.

Hours

IT Help Desk hours for Thanksgiving Break 2009 are as follows.

- Friday 11/20, 8:00am to 5:00pm
- Saturday 11/21 & Sunday 11/22, closed
- Monday 11/23 & Tuesday 11/24, 9:00am to 5pm
- Wednesday 11/25 through Saturday 11/28, closed
- Sunday 11/29, 2:00pm to midnight

IT Help Desk regular hours for fall semester 2009 are as follows.

- Sundays, noon to midnight
- Mondays through Thursdays, 8:00am to midnight
- Fridays, 8:00am to 5:00pm
- Saturdays, 10:00am to 6:00pm

Regular semester hours may not apply during semester breaks and holidays. Variations on the posted regular semester hours are available on the Help Desk phone tree: 464-5678, option 1.

Valparaiso University - Office of Information Technology
IT Help Desk hours may vary from Library hours as posted on the Christopher
Center website.

Before you call, email or visit the Help Desk, check the FAQ's on the left.

Office of Information Technology

1410 Chapel Drive Valparaiso, Indiana 46383 Phone: (219) 464-6763 Fax: (219)
464-5056 Email: it@valpo.edu