

In an effort to make the IT Helpdesk a more efficient, respectful, and professional environment we want to make sure everyone understands and complies with basic and necessary guidelines for the rules of conduct. These rules are important and should be abided by. Remember you have signed an agreement to follow these rules at all times.

Attire

- IS&T Polo shirts must **ALWAYS** be worn at both locations. If the library is cold, one is permitted to wear a sweatshirt with ID tag
- Wear IT Help Center name tag at all times
- No shorts, flip flops, or short skirts
- No hats
- Practice good hygiene

Cleanliness

- Please be sure to clean your desktop area when leaving with the disinfectant wipes. This includes our 533 locations.
- It is vital that we clean our cubicles after every shift to prevent the spread of germs and improve the overall appearance of our two locations.

Attendance

- It is vital that we clean our cubicles after every shift to prevent the spread of germs and improve the overall appearance of our two locations.
- Be on time. Please check in with a CSS when you get in
- Please ready phones when you sit down
- Please check the Student Queue when you arrive and follow the outlined process
- If you are going to be late, please call and let us know

- If you need time off, please give John Scali (jscali@bu.edu) notice two weeks in advance
- If you are sick please contact us **before your shift begins**
- If you find a replacement for your shift please let John and Carole know
- Please enter your hours **BEFORE** Sunday at 11:59pm
- If you forgot to enter hours, or need to correct entered hours, contact John and Carole

Assisting Customers

- Listen carefully to a question and never give inaccurate information. If you do not know an answer, ask a co-worker or research the information and follow through with the customer
- Be completely courteous; customers may be frustrated, but we are able to help
- Present yourself in a professional manner
- Please answer the phones by saying
 - “Thank you for calling the BU IT Help Center, could I have your BU login name please?”
 - You then introduce yourself and ask how you can help resolve the issue.

Terms & Agreements

The guidelines for the Rules of conduct have been explained to me. I have read and understand the terms and conditions of working at the BU IT Help Center. I understand that violation of these terms is subject to disciplinary action up to and including termination. I agree to follow the guidelines of the Student Consultant Rules of Conduct to the best of my ability.

Date: _____

Print name: _____

Signature: _____

CSS Signature: _____