

Job Title	Student Assistant, Information Technology - Classification: I
Department	QVCC Information Technology Dept.
Location	742 Upper Maple Street, Danielson, CT 06239
Salary	\$12
Type and Duration of Job	Part-time. Temporary; until 5/17/2021.
Qualifications	Must be a current QVCC credit student enrolled in a minimum of 6 credits in good academic standing.
Posting Date	January 11, 2021
Expiration Date	January 29, 2021
<p>Job Description The Information Technology (IT) Student Assistant is responsible for supporting students, faculty, and staff primarily in the open lab (E188) and classrooms. This position is also responsible for opening and closing computer classrooms and transporting laptop carts for scheduled classes. Other duties include cleaning, software installation or updates, answering the phone, moving of technology equipment and any other duties assigned by IT management.</p> <p>Qualifications The IT Student Assistant needs to be able to support questions pertaining to Microsoft Office and the Windows operating system. They must have the ability to communicate and interact with others in a calm and professional manner. The IT Student Assistant must have good phone etiquette and message taking skills.</p> <p>Specific Job Responsibilities</p> <p><u>Helping Students, Faculty, and Staff</u></p> <ul style="list-style-type: none"> ▪ Directly support students with their computer and software needs. This position needs to be knowledgeable about Microsoft Office and the Windows operating system. <p><u>Open/Close of Computer Classrooms and Transport Laptop Carts</u></p> <ul style="list-style-type: none"> ▪ This position is responsible for monitoring classroom schedules. Open and close computer classrooms as scheduled. Transport laptop carts to and from non-computer classrooms as scheduled. <p><u>Answer IT Helpdesk Phone</u></p> <ul style="list-style-type: none"> ▪ Answer calls made to the IT dept. front desk phone. Assist the caller or direct the call to the appropriate person. ▪ If no one is available to assist, take accurate and complete messages. Direct messages to appropriate department personnel. <p><u>Software Installation</u></p> <ul style="list-style-type: none"> ▪ Install or update software applications in computer classrooms, as needed. <p><u>Cleaning</u></p> <ul style="list-style-type: none"> ▪ Computer classrooms and the open lab need to be cleaned on a regular basis. <ul style="list-style-type: none"> •This includes cleaning of mice, keyboards, monitors and desks. 	

Schedule

Mondays: 2:30pm – 7:30pm

Tuesdays: 2:30pm – 7:30pm

Wednesdays: 2:30pm – 7:30pm

Thursdays: 2:30pm – 7:30pm

*Hours are subject to change depending on campus/department schedule change.

Supervision: Initially works under the close supervision of an employee of higher grade; works more independently with acquired experience.

Evaluation: The student hired into this position will receive an evaluation of their work two weeks prior to the conclusion of the Spring 2021 semester on or before 5/3/2021

Application Instructions: Submit an email confirming your ability to work the required schedule to mbenoit@qvcc.edu.

Interviews: Interviews will be conducted virtually.

Company Information

Quinebaug Valley Community College

QVCC enrolls some 2,000 credit and 3,000 non-credit students and offers a wide range of degree and certificate programs for people of all ages and backgrounds.

Equal Opportunity Employer: Yes