

Part-Time Job Opportunity on Campus

Access Lab Monitor

This position offers a good technical job where software, hardware and networking are supported giving each staff member a valuable opportunity to develop their skills and acquire essential experience towards future career goals. The position is one of a **Access Lab Monitor** supporting students and student issues in a general lab.

Duties:

- Provide technical customer support for students in a general access lab
- Escalate and log calls with the Help Desk when required, taking care to provide as much detail as possible.
- General area maintenance both technical and esthetic
- Help students to stay aware of lab rules
- Practice self directed learning to develop and improve skills
- Offer service in a professional and courteous manner
- Maintain administrative requirements pertaining to the position

Pre-requisites

- Enrolled in a college program with a full course load.
- Free from encumbrment
- At least 2 favorable references

Qualifications:

- Strong customer service and interpersonal skills
- Good communication skills
- Able to work in a team environment.
- Motivated & willing to Learn
- Good computer skills including knowledge of networking, software and hardware
- Good trouble shooting skills

Dept./Division:

Information Technology Services WC316

Hours:

Between 7:30am -10pm, up to 24 hours per week

Rate of Pay:

\$8.00 and up

How to apply

- When ITS is hiring, visit the ITS Help Desk in room C316
- Submit a current *resume* outlining your skills and experiences as they relate to this position.

(Training will be provided)