

303 Homestead Avenue
Holyoke, MA 01040
413.538.7000

Federal Work Study
Job Description Form

Financial Aid Office
P: 413.552.2150
F: 413.552.2192

Job Title: Student Technology Support Consultant

Desired No. of Hires: 4

Department or Organization: Information Technology, Business & Administration

Address (Off campus only):

Supervisor: Scott Conrad

Designee: Mike Magiera

Office: Frost 109A

Office: Frost 109

Phone: 413.552.2258

Phone: 413.552.2047

Email: sconrad@hcc.edu

Email: mmagiera@hcc.edu

General Job Description:

Student Consultants work as part of a team of specialists responsible for providing technology support to fellow students. They provide in-person and online support via phone, email, and video chat, and escalate level 2 and level 3 issues to full-time staff as necessary (CAPS, Tutors, and/or Help Desk).

Detailed List of Duties:

Student Consultants work with the ITD Help Desk to support Canvas, Google Apps, Microsoft Office, HCC Email and other technologies used in the classroom. Other projects or job duties may be assigned. Student consultants can work on special projects with faculty members to support technology-enhanced assignments; they may facilitate special topics workshops. Projects may require the use of images, sound, animation, video, and a variety of web-based applications.

Opportunities for Advancement: *Please list those duties an employee can expect to learn in terms of job growth, if rehired.*

As a Student Support Consultant, you will develop competences in self-management, team working, business and customer awareness, problem solving and communication.

Responsibility Involved: *Consider responsibility for direction of others, service to the public, equipment or materials used, and the amount of confidentiality required.*

Must maintain a high level of maturity and ability to work in an environment of confidentiality while securing sensitive information.

Skills and/or previous experience desired:

Currently enrolled, good problem solving, communication and customer service skills. Interested in teamwork; ability to listen and communicate effectively; interest in learning about technology; ability to research technical solutions.

Applicant must have above average knowledge of computer applications.

Amount of supervision required:

Regular Occasional Minimal

Student employees are not permitted to work without any supervision.

Hours desired to cover (evening, weekend, etc.):

In order to accommodate students' schedules, MERC working hours are flexible – with an average of 10-12 hours /week.

How to Apply: Contact supervisor/designee listed above.

Completed and Submitted By:

Scott Conrad

Director of IT Services

6/12/2023

Print Name of Supervisor

Title

Date

Please return completed form to drosado@hcc.edu