



Federal Work Study Job Description

2019-20

July 1, 2019 - June 30, 2020

Job Title: Library Computer & Digital Media Lab Service Desk Assistant

Site Supervisor *: Jessica Dahl

Department: Library

Location: Library (L219)

Phone: 443-412-2235

E-Mail: jeambrose@harford.edu

Job description/specific duties:

Number of Students Requested: 3

- Assists students and HCC faculty with various technology questions/issues (e.g., setting up HCC accounts, filling printers with paper, clearing printer jams, assisting students or faculty with Microsoft Office questions, light cleaning of hardware, conducting inventory and reporting technology problems to the Site Supervisor).
- Provides excellent customer service to students, faculty and guests.
- Assists Site Supervisor and Digital Media Specialist with special projects.
- Instructs students one-on-one on how to use the One Button Studio.

Special abilities/skills required:

- Experience using Microsoft Office (Word, Excel, PowerPoint);
- Experience working in PC and MAC environments;
- Comfortable using technology in general;
- Experience providing customer service;
- Punctual and reliable;
- Excellent oral and written communication skills;
- Experience creating/using digital media;
- Experience with Adobe Creative Suite

Work schedule:

Students should be able to work at least one morning and evening shift per week. Work hours can be arranged to fit the student's schedule:

Availability for Fall Semester:

Monday – 7:30 AM – 10 PM

Tuesday – 7:30 AM – 10 PM

Wednesday – 7:30 AM – 10 PM

Thursday – 7:30 AM – 10 PM

Friday – 7:30 AM – 4:30 PM

Saturday – 10 AM – 5 PM

Sunday – 12 PM – 4 PM

Total hours per week requested per student: 10-15

RATE OF PAY: \$10.50 for all students and positions

Check semester(s) covered by this request:

Year-Round (July-June)

Additional comments:

Please have the student email me their resume. After the resume has been reviewed, I will schedule an appointment for an interview.

**** Contact Site Supervisor to interview for this position.***

Date of Request: ASAP