

303 Homestead Avenue
Holyoke, MA 01040
413.538.7000

Financial Aid Office
P: 413.552.2150
F: 413.552.2192

Federal Work Study Job Description Form

Job Title: Technology Support Consultant – MERC Students Helping Students

Desired No. of Hires: 3

Department or Organization: Online Programs & Academic Initiatives

Address (Off campus only):

Supervisor: Scott Conrad

Designee:

Office: Frost 109A

Office:

Phone: 413-552-2258

Phone:

Email: sconrad@hcc.edu

Email:

General Job Description:

Technology Support Consultants are members of MERC-Students HELPING Students.

MERC (Multi Environment Resource Consultants) is an innovative and unique program created by students for students. 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 support Moodle, Google Apps, HCC Email and other technologies used in the classroom. They update case information in the Tracking System, maintain the MERC website, and develop Tutorials and User Guides. They participate in Learn Moodle and the Online Student Commons as contributors. 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.*

MERC equips students with demonstrable consulting and teamwork skills. As a MERC Student consultant, you will develop competences in self-management, team working, business and customer awareness, problem solving and communication. Join MERC to gain key skills for your CV or for use in job interviews.

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.

Previous experience in a teaching, tutoring, or customer service role is preferred, but not required –training is provided.

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 hours /week.

How to Apply: Contact supervisor/designee listed above.

Completed and Submitted By:

Print Name of Supervisor

Title

Date

Please return completed form to skapinos@hcc.edu