

Job Description for Computer Commons Student Worker/Volunteer

Summary:

Student Workers at the Computer Commons are responsible for providing assistance to Valley College students. Student Workers should be the point of first contact for students seeking: Technical help, assistance logging into the computers and college related portals, help with software, printing, wireless issues, and answers to questions about the college and student services. Student workers perform a variety of computer and printer related troubleshooting but when necessary, forward issues to the Lab Assistant, Instructional Assistant, or the Virtual Valley Help Desk. Student workers also contribute toward maintaining a clean, quiet computer lab.

Duties and Responsibilities:

- Assist students to provide excellent technical support, and instructional assistance.
- Troubleshoot software, hardware, and printer issues.
- Be present, visible, available, and attentive to students, faculty, and other staff.
- Maintain a clean, organized, quiet work area. This includes walk-throughs of the lab to straighten chairs, sweep up debris, clean tables, and log off and or restart PCs.
- As needed, politely ask students with food or drink (other than water) to keep it at the designated space table/cubicle in the lab foyer or sealed and out of sight.
- As needed, politely ask students to minimize noise in the lab, remind them this is a quiet study area.
- Learn about campus resources, and the reference materials available at the help desk to support students' needs.
- Provide directions to classrooms and buildings. Use maps, and LAVC.edu.
- Use Google or other methods to research solutions to unfamiliar questions.
- Become familiar with our FAQs, and the more commonly used applications in the lab.
- Continually increase your knowledge and troubleshooting skills in support of the students.
- Provide advance notice of changes in your availability to your supervisor.

Skills:

- Good English oral/written communication skills.
- Ability to problem solve and deal with new issues as they are encountered.
- Good time management to accomplish tasks, in between assisting students.
- Ability to work as a team with other student workers, staff, and faculty.
- Possess plenty of patience, punctuality, and professionalism.