Montcalm Community College

SERVICE DESK MONITOR   **PART-TIME POSITION VACANCY**

Technicians provide Tier 1 support with ITS services to our users.

POSITION DUTIES:
1. Support users through the Service Desk.
2. Work on computers
3. Assist students and staff with technology
4. Help build online content
5. Other duties as assigned

QUALIFICATIONS:
1. Knowledge of computers
2. Must provide good customer service
3. Willingness to learn and take on new and unfamiliar challenges
4. Work well with others
5. Knowledge of Microsoft Windows and Office
6. Basic knowledge of computer repair helpful
7. Work in a fast-paced environment
8. Confidentiality
9. Adhere to MCC's policies and procedures

IMMEDIATE SUPERVISOR: Assistant Director of Information Technology Services

REMUNERATION: $9.98/hour
                              Maximum hours per week are 25

APPLICATION DEADLINE: Open until filled

START DATE: ASAP

METHOD OF APPLICATION: Complete an online application at the following link: www.montcalm.edu/employment. Be sure to attach your cover letter, detailed resume, transcripts and one (1) reference letters.