



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.

It is the policy and practice of Montcalm Community College to provide equal educational and employment opportunities regardless of race, sex, pregnancy, color, religion, national origin or ancestry, age, marital status, height, weight, disability or veteran status, or genetics in all programs, activities, services, employment and advancement including admissions to, access to, treatment in, or compensation in employment as required by state and federal law. In addition, no person, on the basis of sexual orientation, gender identity, or gender expression shall be discriminated against in educational programs, activities, or admissions. Arrangements can be made to ensure that the lack of English-language skills is not a barrier to admission or participation.