

<b>Job Title:</b>	CIS Work Study
<b>Rate of Pay:</b>	\$7.95
<b>Begin Date:</b>	08/22/2011
<b>End Date:</b>	05/11/2012
<b>Work Site:</b>	Bullhead City Campus, 928-758-3926
<b>Supervisor's Name:</b>	Matt Butcher

## Specific duties performed on a regular basis:

1. Provide tutoring and assistance with class assignments where computer access is required.
2. Assist students with basic word processing, spreadsheet, and graphic assignments.
3. Help any staff or faculty with classroom support issues when working with students such as projector setup and accessing student networked accounts and student e-mail.
4. Assist students - both online and distance education staff and the general public with Internet access and general printing issues in computer lab.
5. Assist the technical support staff with setting up classrooms and equipment in the computer lab.
6. Assist the CIS Faculty, Course Coordinator, and Division Chairs as needed in assisting with classroom needs such as copying, calling students regarding classroom changes, and other duties as assigned.

## Skills/Qualifications needed:

1. Intermediate knowledge of MS Office 2007 and Windows XP and Windows Vista.
2. Excellent communication skills when helping students with projects and assignments.
3. Basic knowledge of computer hardware including printers, scanners, and digital cameras.
4. Basic knowledge of Internet browsers such as Internet Explorer, Firefox, and Netscape and search engine techniques for best results.
5. Follow directions and be able to use discretion when assisting students with technical issues, not complete assignments for them, and when it is best to refer them to their instructor for further support.

## **Things your supervisor would like a student employee to understand about working in this department:**

Student employees need to follow the computer lab procedures and policies when working in the lab. As a CIS work study, you are a resource to students and faculty in helping students succeed in their classes. Distance Education also involves these student workers in assisting online students with sending homework electronically to their instructors and digital discussion boards in their courses. Many different skill levels are apparent when working with staff, faculty, and students and all of these groups should be treated with respect and understanding when asking for computer assistance.