Would you like that Jump Start into your IT career?

MCC's Office of Information Technology has openings for student workers with computer troubleshooting skills. This is an excellent position for a student who is interested in computer repair or other IT based professions. Successful candidates will have PC troubleshooting skills and be able to resolve basic hardware, software, and connectivity problems quickly. Candidates must have strong customer relations skills, organized, and proficient in Windows OS and Microsoft Office products.

Hours needed: 10-20 hours each week between 7:30am and 9pm and some weekends. If you are interested in this position, please email your resume to:

Office of Information Technology@muskegoncc.edu

The Office of Information Technology also requires an assessment completed to be considered for employment. The assessment can be taken in the Testing Center in room 134. Please contact the Testing Center to set up an appointment as this test takes approximately 30-45 minutes to complete.

Responsibilities of I.T. Support Includes:

- Help Desk agents to take incoming calls on the helpdesk.
- Provides day-to-day customer contact; actively seeks resolution to customer problems with designated product/service lines.
- Interfaces with technical & in-house customer service personnel to determine exact nature of problem: implements remedial procedures.
- Documents problems & correction procedures.
- Ability to respond to & resolve customer inquiries.
- Ability to maintain log of customer inquiries/concerns.
- Ability to follow procedural guidelines to respond to and/or research customer questions.
- Audio/Video support and troubleshooting.

*Please note that this is a Federal Work Study position and students should review student worker qualifications at http://www.muskegoncc.edu/pages/1902.asp or visit room 114 to confirm before applying for this position.