



Job Description

Job Title: Student Worker-ITS
FLSA Status: Non-Exempt – Part Time
Grade: N/A - Student Employment
Department: Information Technology Services
Reports to: Director of Information Technology Services

Job Summary

The ITS department is looking for student workers to assist the ITS team with providing customer service and support to staff, faculty, and students. Students employed in the ITS department will be assisting the ITS team with taking phone calls, assisting with helpdesk tickets, assisting with inventory management, and assisting staff and faculty with classroom technology.

Essential Functions *(Employees of the District must be able to perform, with or without reasonable accommodations, the essential functions of the position as detailed in this section.)*

- Inform ITS Director of any possible lateness or absence prior to scheduled shift.
- Complete electronic time sheet in a timely manner.
- Attend mandatory ITS training sessions and follow the policies of GCCD.
- Maintain appropriate ethical and professional conduct while working with students, staff, and faculty and demonstrate respect for the diversity of staff, students, and faculty.
- Provide quality customer service when taking a phone call or assisting with a walk-in from staff, faculty, or fellow student.
- Assist with accurate record keeping with inventory management and helpdesk management.
- Additional related duties and responsibilities as assigned by supervisor.
- Complete mandatory Title IX training annually.
- Report any problems to ITS Director immediately.

Minimum Qualifications *(Employees of the District are required to possess a minimum proficiency level of English, both written and spoken, that will enable them to communicate safely, effectively, and efficiently with students, co-workers, and the public.)*

- Good conduct and Academic Standing with the College
- Possess knowledge of basic computer functions and software, including Microsoft Word, email, and other software applications.
- Pursuing a certificate or a degree.

- Currently enrolled at Gillette Community College District.
- Cumulative GPA is 2.0 or greater.
- Must demonstrate and maintain a high level of confidentiality.
- High school diploma or GED equivalent.
- Possess a valid Class C driver's license.
- Any equivalent combination of training, education, and experience that provides the required skills, knowledge, and abilities.

Preferred Qualifications

- Previous work experience consistent with the position.

Competencies for Successful Performance

Knowledge of:

- Office procedures, methods and computer equipment and programs.
- Work safety principles and practices.
- Family Educational Right and Privacy Act (FERPA).
- College Policies, Procedures, and Student Code of Conduct.

Ability to:

- Understand and follow safety procedures.
- Organize work tasks and work independently.
- Meet work schedules and deadlines.
- Understand and follow oral and written directions.
- Maintain the confidentiality of information and professional boundaries.
- Communicate effectively one-on-one in group settings.
- Work effectively with different types of learners.
- Independently interpret, resolve, or refer student support issues without direct supervision.
- Learn on the job and apply creative solutions to routine functions and processes.
- Self-motivate and work well under variable directives and situations.

Skill in:

- Performing various duties, frequently changing from one task to another.
- Interpersonal skills necessary to develop and maintain appropriate and effective relationships in the workplace.
- Excellent customer service.
- Excellent written and oral communication.

Supervisory and Management Responsibility

- None

Physical Demands *(The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.)*

- Classroom, lab, and office settings
- Occasional evening or weekend as scheduled.
- Must be able to stand for 30 minutes at a time and deliver lessons to 1-10 students.
- Frequent interruptions.
- Must be able to sit for extended periods of time.

How To Apply:

In order for applications to be complete they must contain: a cover letter, resume, GCCD application (found online at <https://gillettecollege.org/careers>), and copies of graduate (if applicable) and undergraduate transcripts. Official transcripts will be needed prior to an interview. Email all application documents to hrteam@gillettecollege.org.

Equal Opportunity and Affirmative Action Employer

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