ITS – Technology Support Assistant

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<tr>
<th>No. of Jobs Available:</th>
<th>4</th>
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<tbody>
<tr>
<td>Supervisor:</td>
<td>Jared Rose, Help Desk Supervisor</td>
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<td>Contact:</td>
<td><a href="mailto:jared.rose@necmusic.edu">jared.rose@necmusic.edu</a></td>
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Job Summary:

The Technology Support Assistant will be the front-line support for the ITS department assisting Faculty, Staff and Students with using the institution’s hardware and software. Students will work shifts at the Help Desk (including answering phones, emails, chats and providing drop-in support), assist ITS staff, and provide support/maintenance for technology across campus including classrooms, conference rooms, and print/copy locations.

Job Duties / Qualifications:

Applicants must be full time NEC students and be able to come to campus and meet all requirements set forth to work at NEC. An interest in Technology, Computer and Customer Service is a plus. Familiarity with some of the technology NEC uses (Office 365, Google Apps, Logic, Finale, Sibelius, Printers and Projectors) is a benefit but not required. Must be willing to work a minimum of eight hours a week. Work hours will be scheduled between 9AM – 5PM Monday – Friday.

The position is compensated at $15 per hour.

The position date is 09/8/2023. This is an on-campus position.

Training:

Technology Assistants will be required to attend all training sessions and be able to make up missed training due to academic commitments.

How to Apply:

Please email Jared.Rose@necmusic.edu if you are interested. You will be emailed within several days to confirm your eligibility for the position, and be provided with information regarding the next steps in the process.