



STUDENT JOB DESCRIPTION

JOB TITLE: TSC – Student Employee

WORK AREA: Technology Support Center

AREA HOURS Semester Hours: 7:30 AM – 8 PM Monday – Thursday, 7:30-4:30 PM Friday and 9-1 PM Saturday

Non-Semester Hours: 7:30-5 PM Monday – Thursday, 7:30-4:30 PM Friday and 9-1 PM Saturday

JOB RESPONSIBILITIES, DUTIES:

Welcome and assist all visitors to the Technology Support Center, including students, faculty, staff, and prospective students. Provide exceptional customer service by being friendly, courteous, and approachable. Support users with a wide range of technical issues such as computer login problems, printing, Wi-Fi connectivity, and more. Demonstrate a strong willingness to help others and a proactive attitude toward resolving technical challenges.

Key Responsibilities:

- Great and engage with all customers in a professional and welcoming manner.
- Provide first-level technical support for common issues including account access, printing and network connectivity.
- Communicate clearly and patiently with users of varying technical skill levels.
- Maintain a positive and helpful attitude, ensuring a supportive experience for every visitor.
- Collaborate with team members to troubleshoot and resolve more complex issues with needed.
- Demonstrate a commitment to learning and staying informed about campus technology resources

PERFORMANCE EXPECTATIONS/CONDUCT:

Attendance: Be punctual and reliable. Arrive on time for your scheduled shifts and record your hours in eTime at the end of each shift. If you are unable to work your scheduled time, notify your supervisor as soon as possible via email, text or Microsoft Teams.

Attitude: Maintain a positive and respectful attitude toward co-workers, students, faculty and staff. A friendly, proactive mindset is essential to delivering excellent customer service and fostering a supportive work environment.

Appearance: Dress in casual, neat attire that reflects professionalism. Avoid clothing with holes or revealing outfits. Remember, you represent the college – wear your name badge during every shift.

Visitors: Personal visitors are not allowed during your scheduled work hours. Please inform your friends that you are unavailable for visits while working.

Homework: You may work on homework only during downtime when there are no customers or tasks requiring your attention.

Please refrain from playing video games or watching movies during your shift-especially content that may distract you to the point where you don't notice someone approaching the counter. Your attention should remain on providing prompt and helpful service.

If you choose to wear earbuds, only use one earbud, and make sure it is NOT in the ear facing the customer service area. This ensures you always remain alert and approachable.

NUMBER OF STUDENT'S NEEDED:

(Assume 10-15 hours per student.)

Academic Year 2025-26

Summer (June-August) 4

TYPICAL WORK HOURS:

☐Daytime ☐Evening ☐Weekends



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RCTC empowers students to thrive in an ever-changing, diverse society by providing access to exceptional education.

PERFORMANCE REVIEW:

Students are eligible for a wage increase after they have worked 200 hours and based on a performance evaluation. The area supervisor will assess the student employee's performance, work attendance and attitude as it relates to the job tasks, RCTC values, service attributes, core outcomes, and interaction with students, staff, and visitors.

TO INTERVIEW FOR THIS POSITION, CONTACT:

Contact Person: Rebecca Kruetzfeldt

Location: Technology Support Center

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