



**Federal Work Study
Technology Services Assistant
Part Time
Floyd County Campus/Walker County Campus**

Job Summary:

Georgia Northwestern Technical College is seeking qualified students for the Federal Work Study Technology Services Assistant. The positions will be located on the Floyd County Campus and Walker County Campus and may be required to travel to other campuses to meet operational requirements. This position will report to the Chief Information Officer. Students will assist with local campus technology including troubleshooting, deployment, and maintenance. Duties will include disciplines in hardware, software, cyber security, logistical planning and deployment, and project execution and management. The successful candidate will be actively enrolled as a student and can work up to nineteen (19) hours per week during the academic year. Work hours cannot be during scheduled class times, holidays, or outside of business hours (8am to 4pm).

Duties/Responsibilities:

- Assist with Support system tickets on assigned campuses
- Troubleshoot Hardware issues on user devices
- Troubleshoot software issues on user devices
- Implement Cybersecurity Threat mitigation on devices
- Document all tickets and work in the support platform
- On occasion travel to other campuses to help with large scale implementations
- Help organize IDF and other closets and spaces utilized by IT for device storage
- Assist in surplus processing on campus
- Assist with Webex configurations and deployments
- Assist with lab setup and tear down as well as maintenance and deployment of both hardware and software
- Assist with networking catalogue, deployment and refinement
- Other duties as assigned

Competencies:

- Ability to maintain a high level of professionalism and confidentiality
- Strong verbal and written communication skills
- Basic proficiency in Microsoft Office (Word, Excel, Outlook) and general computer usage
- Dependable, punctual, and detail-oriented
- Good customer service skills and a willingness to learn

Eligibility Requirements:

- Students must have a current and complete FAFSA on file
- Students must be a US Citizen, permanent resident alien, or other eligible classification of non-citizens

- Student must demonstrate significant unmet financial need as determined by GNTC according to federal guidelines based on their FAFSA application
- Students must be enrolled at GNTC and registered in 6 or more credit hours during the semesters they are working
- Students must be in good academic standing at the institution and maintain Satisfactory Academic Progress (SAP)
- Students must be able to pass a mandatory background check

Salary: \$14.00 per hour

Benefits:

No benefits are available for Federal Work Study positions.

Application Deadline: Open until filled.

Application Process:

All application packets **MUST** be completed via the GNTC Online Job Center at www.gntc.edu/about/employment/. We do not accept resumes, transcripts, etc. in any other format except through the Online Job Center. As a part of the application process, interested candidates will also be required to upload documents such as a resume, work references, contact information, education credentials such as licenses, certifications, and transcripts, if applicable and those applicable will be verified prior to beginning employment. Pursuant to college policy, a thorough background investigation, including a criminal history records check, shall be conducted on all candidates prior to employment. Some positions may require a motor vehicle record search, credit history and drug screen. **No phone calls or emails please.**

A Unit of the Technical College System of Georgia

Equal Opportunity Employer

A unit of the Technical College System of Georgia, as set forth in its student catalog, GNTC complies with the Technical College System of Georgia (TCSG). The TCSG State Board prohibits discrimination on the basis of an individual's age, color, disability, genetic information, national origin, race, religion, sex or veteran status ("protected status"). No individual shall be excluded from participation in, denied the benefits of or otherwise subjected to unlawful discrimination, harassment or retaliation under any TCSG program or activity because of the individual's protected status; nor shall any individual be given preferential treatment because of the individual's protected status, except the preferential treatment may be given on the basis of veteran status when appropriate under federal or state law. Title IX and Equity Coordinator: Linda McEntire, Floyd County Campus, Building I Room 105, 706-516-5184, lmcentire@gntc.edu.