

## **Student Help Desk Aide (2 positions)**

**Closing Date: Friday, October 18, 2013**

POSITIONS AVAILABLE: Two regular positions. Each position is 18 hours per week, 11 months per year. The persons selected for these positions will be subject to assignment to any district facility during any hours of operation.

COMPENSATION: Starting \$1,503.56 per month, plus vacation, sick leave, holiday pay and enrollment in a retirement system.

BASIC FUNCTION: Under the direction of the Instructional Technology Coordinator, plan, organize, and operate student help desk services; provide first-contact technical support to all students. Provide organizational and operational support for the student help desk.

### REPRESENTATIVE DUTIES:

*(E = essential job function)*

1. Operate and oversee mechanisms for logging incoming problem calls and routing of those problems to appropriate staff as needed.
2. Maintain processes for receiving, logging, and resolving technical and instructional issues via telephone, email and online support. **(E)**
3. Provide technical support to students having problems with campus online systems. **(E)**
4. Maintain working knowledge of online campus systems such as SURF and Blackboard, as well as their respective policies and procedures.
5. Triage student requests with the following priorities; a) answering phones on the initial call; b) responding to voicemail within four hours; c) responding to email within one business day. Evaluate the requests and resolve the issues with no escalation. **(E)**
6. Monitor progress of work on incoming problems and document resolution of those problems. Provide regular reports on completion of solutions to incoming problems.
7. Ensure student help desk service during standard hours of operation as well as high-demand time periods such as enrollment, the beginning of a new term, or broad implementations, such as SURF or Blackboard upgrades. **(E)**
8. Compile information, make computations, establish and maintain files, and prepare a variety of narrative and statistical reports, records, and summaries. **(E)**
9. Respond to requests for information from students regarding district programs, policies, procedures and regulations.
10. Provide backup coverage of district help desk as needed.
11. Perform related duties as assigned.

#### KNOWLEDGE OF:

1. Organization, policies, and rules of assigned department.
2. District organization, operations, policies, and objectives.
3. Library policies and procedures.
4. Applicable sections of State Education Code and other applicable laws including privacy (FERPA).
5. Applicable copyright rules and regulations.
6. Americans with Disabilities Act (ADA) regulations as applicable to district technologies.
7. Telephone techniques and etiquette.
8. Principles of the computer software.
9. Personal computers (software and hardware), Web/Internet (software, web pages/HTML), and email.
10. Correct English usage, grammar, spelling, punctuation and vocabulary.
11. Customer service techniques.
12. Interpersonal skills using tact, patience, and courtesy.
13. Oral and written communication skills.
14. Modern office practices, procedures, and equipment.
15. Recordkeeping techniques.
16. Basic math.

#### ABILITY TO:

1. Troubleshoot software problems on multiple operating systems.
2. Work independently with directions from supervisor.
3. Work confidentially.
4. Understand and follow oral and written directions.
5. Work efficiently with many interruptions.
6. Multi-task and prioritize projects.
7. Plan and organize work.
8. Establish and maintain cooperative and effective working relationships with others.
9. Communicate effectively both orally and in writing.
10. Interpret, apply, and explain rules, regulations, policies, and procedures.
11. Prepare reports by gathering and organizing data from a variety of sources.
12. Maintain a variety of files, records, and statistics.
13. Perform basic arithmetic calculations.
14. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.

#### MINIMUM QUALIFICATIONS:

1. Graduation from high school or GED
2. One year general work experience. (NOTE: a "year" is defined as equivalent to 40 hours per week for 12 months, or at least 2,080 hours.)

#### DESIRABLE QUALIFICATIONS:

1. Associate degree
2. Customer service work experience
3. Work experience in a college setting
4. Experience with computer software and applications

**APPLICATION PROCEDURE:** **Apply and submit application materials at <http://jobs.miracosta.edu>.** Once you are in the system, we strongly advise you to read

the FAQ (Frequently Asked Questions) and the information on “How to Apply” before starting the application process.

In order to be considered for this position, you will be required to submit a **classified application ONLY**. Cover letters, resumes, and/or letters of recommendation will not be accepted.

The screening and interview committee will review applications three to four weeks following the closing date. Applicants selected for interview will be contacted by phone; those not selected for interview will be notified by e-mail once interview candidates have been scheduled.

Offer of employment to the persons selected for these positions is contingent upon the following: successful completion of a pre-placement physical exam at district expense; submission of a current tuberculosis test result; proof of eligibility to work in the United States; and fingerprint clearance.

If you are a person with a disability and require accommodation with the application and/or interview process, please contact the Human Resources office at least five days prior to the application deadline.

Retired STRS members are not eligible for this position.

PHYSICAL EFFORT OF THE POSITION: Primarily sedentary with intermittent standing, walking, bending and stooping; occasional light lifting and carrying of objects weighing 25 pounds or less; repetitive use of computer keyboard, mouse or other control devices; ability to travel to a variety of locations on and off campus occasionally, as needed to conduct district business; subject to frequent to constant visual stress.

EMOTIONAL EFFORT OF THE POSITION: Ability to develop and maintain effective working relationships involving interactions and communications personally, by phone and in writing with a variety of individuals and/or groups of individuals from diverse backgrounds on a regular, on-going basis; ability to concentrate on detailed tasks for extended periods of time and/or intermittently while attending to other responsibilities; ability to work effectively under pressure on multiple tasks concurrently while meeting established deadlines and changing priorities.

WORKING CONDITIONS OF THE POSITION: Primarily works in a busy, indoor office environment. Subject to frequent interruptions by individuals in person or by telephone, intermittent exposure to individuals acting in a disagreeable fashion. May work at any district location or authorized facility during day and/or evening hours with occasional evenings, and/or weekends on an as-needed basis. Occasional local travel may be requested.

#### Mission Statement and Institutional Goals

The MiraCosta Community College District mission is to provide educational opportunities and student-support services to a diverse population of learners with a focus on their success. MiraCosta offers associate degrees, university-transfer courses, career-and-technical education, certificate programs, basic-skills education, and lifelong-learning opportunities that strengthen the economic, cultural, social, and educational well-being of the communities it serves.

- Goal I. MiraCosta Community College District will become a vanguard educational institution committed to innovation and researched best practices, broad access to higher education, and environmental sustainability.
- Goal II. MiraCosta Community College District will become the institution where each student has a high probability of achieving academic success.
- Goal III. MiraCosta Community College District will institutionalize effective planning processes through the systematic use of data to make decisions.
- Goal IV. MiraCosta Community College District will demonstrate high standards of stewardship and fiscal prudence.
- Goal V. MiraCosta Community College District will be a conscientious community partner.

### The District, Staff, and Students

The MiraCosta Community College District is one of California's 112 public community colleges. The district includes the communities of Oceanside, Carlsbad, Encinitas, Cardiff, Olivenhain, Leucadia, Solana Beach, Rancho Santa Fe, Del Mar, and parts of Carmel Valley. The single college district is governed by a seven-member Board of Trustees who are elected at large from each of the district's seven communities.

MiraCosta offers associate degrees, university-transfer courses, career-and-technical education, certificate programs, basic-skills education, and lifelong-learning opportunities.

The college's fee-based Community Education program provides a wide variety of classes, workshops, and excursions. Tuition-free, noncredit classes also present a variety of learning opportunities at the Community Learning Center and throughout the community.

MiraCosta College partners with the North San Diego Small Business Development Center, which provides service to all of North San Diego and Imperial Counties.

MiraCosta College employs 172 full-time faculty, 261 regular classified staff, and 14 academic administrators. An additional 500 associate faculty teach in the credit and noncredit programs, and about 150 educators or contract staff provide community service activities. MiraCosta students are diverse, including representation from all of California's major racial/ethnic groups and ages. Diversity is also evidenced by student-veterans, re-entry students, individuals with disabilities, and international students. The district boasts a long history of commitment to collegiality, civility, and mutual respect.

### The Sites

The district consists of three campus sites, and robust online education offerings. The Oceanside Campus, serving about 14,500 credit students, has been located since 1964 on a panoramic, 121-acre hilltop site with views of the ocean and mountains.

The San Elijo Campus is located in Cardiff, 17 miles south of Oceanside, on 48 acres below the bluffs overlooking the San Elijo Lagoon Reserve. The San Elijo Campus opened in September 1988, and now attracts about 3,000 credit students.

The Community Learning Center in downtown Oceanside hosts about 3,000 students in the college's noncredit classes, including English as a Second Language, the Adult High

School Diploma Program, and other tuition-free, noncredit classes as well as some college credit classes.

MiraCosta College began offering online courses in 1995. The district typically offers approximately 200 fully online class sections each semester, with another 100 sections offered partially online, serving about 6,000 students.

#### Accreditation

MiraCosta College is accredited by the Accrediting Commission for Community and Junior Colleges of the Western Association of Schools and Colleges, 10 Commercial Boulevard, Suite 204, Novato, CA 94949, 415.506.0234, an institutional accrediting body recognized by the Commission on Recognition of Postsecondary Accreditation and the U.S. Department of Education and approved by the California State Department of Education Office of Private Post-Secondary Education for training veterans and other eligible persons under the provisions of the GI Bill. The University of California, California State Universities, and private universities of high rank give credit for transfer courses completed at MiraCosta College.

MiraCosta College is approved by the following: Association of Surgical Technologists, California Board of Registered Nursing, California State Colleges and Universities, California State Department of Education, Commission on Peace Officer Standards and Training, National Certification Board for Therapeutic Massage and Bodywork, State Board of Vocational Nurse and Psychiatric Technician Examiners, University of California.

#### The Area

Situated between San Diego and Los Angeles, MiraCosta College benefits from multicultural influences and cultural opportunities. Interstate 5, Amtrak, and Carlsbad regional airport provide easy access to either metropolis and to Mexico. The district, which extends 25 miles along the Pacific Ocean from Camp Pendleton Marine Corps Base to the city of San Diego, attracts diverse ethnic and socioeconomic populations who live in urban and suburban communities. The intellectual environment is enhanced by the college's proximity to the University of California San Diego, California State University San Marcos, and other institutions of higher education. Along with numerous theaters, galleries, and museums, residents enjoy a moderate, year-round climate, which provides many opportunities for outdoor activities.

MiraCosta College is an Equal Opportunity Employer and is committed to providing an educational environment which affirms and supports diversity in its faculty, staff, and administration, and promoting an environment of inclusion.

As per the Clery Act of 1998, the campus security report can be found at [http://www.miracosta.edu/student-services/police/downloads/safety\\_report.pdf](http://www.miracosta.edu/student-services/police/downloads/safety_report.pdf)

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