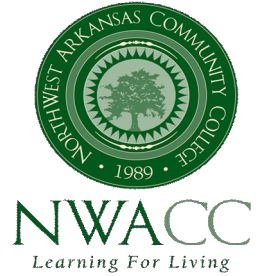


POSITION ANNOUNCEMENT

REQUISITION #: 2010048

TITLE: Part-time Extra Help Distance Learning

Application Deadline Date: 11/30/09



This position provides Level 2 technical support and training to students taking distance learning classes.

Responsibilities

Provide direct customer service and technical support to users via phone, e-mail, on-line systems and in person.

Keep records of technical support interactions.

Provide Blackboard CE orientation and training to groups of students.

Other duties as assigned.

Requirements

Above-average ability to interpret, analyze, troubleshoot and resolve technical problems. The ability to easily grasp new technical topics is essential.

Associates Degree, professional certificate, or equivalent combination of education and experience in a technology-related area. Previous technical support experience preferred.

Must demonstrate a good understanding of PC operating systems and browsers. Some knowledge of Mac systems also preferred.

Excellent communication skills [verbal, written, and telephone etiquette], including ability to train groups of users in software applications.

Familiarity with online learning systems and other educational technology. Experience with Blackboard CE/Vista preferred.

Demonstrated ability to work well with a minimal amount of supervision.

This position is an extra-help position, 19 hours per week, evenings and weekends, but may be adjusted according to demand. Blackboard admin training will be provided. Desired start date: Dec. 1, 2009.

Salary: \$13.00/hour. This is a part-time position with no benefits.

***NWACC is an Affirmative Action/Equal Opportunity Employer
Women and Minorities are encouraged to apply***