**BCCC FEDERAL WORK STUDY PROGRAM**

**POSITION REQUEST FORM**

**2022-2023**

**Financial Aid Award Year: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Name of Department Office (on campus): Client Services

Name of Organization (off-campus):

Mailing Address: 2901 Liberty Heights Ave.

Baltimore, MD 21215

**Title of Position:** **Student IT Specialist II**

**Number of Students desired to fill this position: 2**

**Required Skills**

* Ability to respond to clients’ telephone calls and email requests for service in a timely manner, researching issues and resolving each interaction with customer satisfaction.
* Knowledge of Microsoft Software
* Knowledge of PC and/or Mac OS and/or desktop hardware.
* Knowledge and experience using wireless devices, mobile devices

**Preferred Skills**

* Basic audio and video knowledge
* Excellent Customer Service Skills
* PC and/or Mac knowledge

**Responsibilities of Position**

Students will answer helpdesk calls and provide desktop support in person and at other campus locations. The IT Specialist II Technician position will work under the supervision of the Help Desk Supervisor. Students will be responsible for learning the following:

* Knowledge of the principles and methods of exceptional customer service.
* Proficient in Microsoft software products.
* Knowledge of Windows 10 and Windows 11 Operating Systems.
* Ability to add network printers, scanners, copiers, etc.
* Knowledge of networking technologies and protocols: Active Directory, DNS, DHCP, HTTPS, SFTP, and TCP/IP.
* Ability to deploy software through the SMS or SCCM utilities.
* Knowledge of WSUS and patch management.
* Knowledge of data encryption, laptop encryption and tracking software, etc. Ability to create images using a utility such as Acronis, Ghost, etc.
* Knowledge and experience using wireless devices, mobile devices and securing them on networks.
* Knowledge of VPN client configuration.
* Know how to troubleshoot issues.
* Know how to utilize remote software.

Number of hours per week (If unknown indicate that hours will vary). **Note: cannot exceed 20 hours per week:**

**20 hours per week**

Supervisor Name: Jamie Cofield

Back up Name(s): Aung Khant

Alesa Robinson

Address: 3100 Towanda Ave.

Baltimore, MD 21215

Location: West Pavilion

Phone Number(s): 410-462-8235

Email Addresses: jcofield@bccc.edu

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arobinson@bccc.edu

**SPECIAL NOTE: The Employment Authorization Form (EAF) will have the FWS student’s award amount and the number of hours a student should work each week. It is extremely important that the supervisor set the student’s work schedule so that the student will not exhaust his or her award. If the student works more than he or she is awarded, the Federal Aid Office will not pay the student. However, the student will still need to be paid out of your budget. \_\_\_DA\_\_ (supervisor’s initials).**