



Job Title: **Tech Ambassador**
Time Period: April 13 – June 30 2020 or until further notice
Salary: \$16 per hour
FTE: Approximately 10-15 hours a week
Report to: Student Affairs and Activities

DESCRIPTION

We are looking for Technology Ambassadors to offer support and technical assistance to students who are using software, hardware, or other computer systems and need help completing tasks or troubleshooting problems. Ambassadors will answer queries on basic technical issues and offer advice and assistance to solve them.

AMBASSADOR DESIRED ATTRIBUTES AND ABILITIES

- Strong Technical Knowledge of Canvas, Zoom, and setting up hot spots and Wifi
- Good Communication skills
- Work with a diverse group of people
- Self-motivated
- Leadership
- Flexibility
- Creativity
- Interpersonal skills
- Possess a willingness to serve students
- Be flexible and collaborative
- Be able to have fun

TECH AMBASSADOR RESPONSIBILITIES:

- Commit to 10-15 hours per week of Technology Ambassador activities.
- Serve as the first point of contact for students seeking technical assistance and provide high quality customer service online or by phone.
- Assist with laptops, accessing Wi-Fi, Zoom, and Canvas setup
- Provide Peer support to student through the problem-solving process
- Direct unresolved issues to the next level of support personnel
- Following up to ensure full resolution of issues

APPLICATION CRITERIA

- Current Foothill full time student in good academic standing (2.0 GPA or higher). Must meet Student Employment Requirements (see link below).
<https://foothill.edu/financialaid/programs/employment.html>
- Selected applicants will be contacted for online interviews

If interested please contact us at ambassadors@fhda.edu or 650-949-7421

Rev 4/20/20