FOOTHILL COLLEGE

Federal Work Study Opportunity

TECHNICAL ASSISTANT/Tech Ambassador (Tech Ambassador Program)

This is a Federal Work Study Student Position

Only those with a 2020-21 Federal Work-Study Award Option from the Financial Aid Office are eligible to apply.

Note: Most Federal Work-Study jobs will be done remotely until we are fully back on campus. Be aware that remote jobs will likely end when Foothill Campus reopens in 2021 (exact date currently unknown). While there may be some jobs specifically created for our current remote environment, the vast majority of our remote jobs will continue as on-campus jobs when campus re-opens.

- Most of our employers assume that their student employee will be available to physically work on campus once Foothill Campus re-opens.
- If you will not be available to physically work on campus once Foothill Campus re-opens, be sure to indicate that in your job application email.

Any student doing remote work must be physically located in California while working.

POSITION DESCRIPTION

General Job Description:

Generally operates, maintains, troubleshoots, and/or repairs mechanical or electronic equipment or devices. At the higher levels may involve problem solving for more complex systems or may require solutions to be designed.

Job-Specific Description:

We are looking for Technology Ambassador 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. Ambassador will answer queries on basic technical issues and offer advice and assistance with Zoom, Canvas, and the student Portal to solve them.

- Commit to 10 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
- Walk the student, staff, or faculty through the problem-solving process
- Direct unresolved issues to the next level of support personnel
- Following up to ensure full resolution of issues

Minimum Qualifications:

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

Preferred Qualifications

- Strong technical knowledge
- Good communication skills

HOW TO APPLY

Requirements:

To apply for this job, Foothill College must be your primary school *and* you must have already been awarded your Foothill federal financial aid for the applicable academic year.

Please DO NOT APPLY <u>unless</u> you also meet all of the following basic eligibility requirements:

1. You must be **enrolled in at least 6.0 units** at Foothill for the quarter in which you hope to begin work.
2. If you have a GPA at Foothill-De Anza Community College District:
   - Your **cumulative GPA** at FHDA must be at least 2.0.
   - Your **Quarterly GPA** for your most recent quarter of attendance must be at least 2.0 (including at least a 2.0 GPA in your most recent quarter in which you earned at least 6.0 units).
3. You must be in eligible federal financial aid standing.
4. You must have fewer than 180 attempted units at Foothill and De Anza Colleges combined.
5. You must have a Foothill **"Federal Work-Study Option"** entry in your MyPortal **Foothill College Financial Aid Award Letter** for the current academic year.
   - If you do not have this entry and believe you should, email Christine Johnson—see below. You will need to show this entry at the time of your interview.
6. Note: You must be physically in California while performing any work.

If you are interested in *and* meet the requirements for this position, email the hiring supervisor to request an interview:

Hiring Supervisor: Catalina Rodriguez

Email: rodriguezcatalina@fhda.edu

In your email subject line, type: **"Application for Federal Work Study Job"** *(then add the title of the position you are applying for)*

Include the following information in your email:

- Some information about yourself (attach a resume if you have one)
- Your student ID number
- Your hours of availability for work in the current/upcoming quarter
- Your phone number, if you are willing to be contacted by phone

If you are hired, your hiring supervisor will instruct you on the next steps to becoming a Federal Work Study employee.

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(If you have any questions about the process, email Christine Johnson in the Financial Aid Office (johnsonchristine@fhda.edu). Please include your student ID number.