**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 I**

**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
* Some knowledge of PC and/or Mac OS and/or desktop hardware.
* Some knowledge and experience using wireless devices, mobile devices

**Preferred Skills**

* Basic audio and video knowledge
* Customer Service Skills
* Basic PC and/or Mac knowledge
* Some PowerPoint Knowledge, or other presentation software

**Responsibilities of Position**

Students will answer helpdesk calls and provide desktop support over the phone. The IT Specialist I Technician position will work under the supervision of the Help Desk Team Leader. Students will be responsible for learning the following:

* Learn the principles and methods of exceptional customer service.
* Become proficient in Microsoft software products.
* Become knowledgeable of PC and Mac desktop hardware and software
* Become knowledgeable of Windows 10 and Windows 11 Operating Systems.
* Gain the ability to add network printers, scanners, copiers, etc.
* Learn networking technologies and protocols: Active Directory, DNS, DHCP, HTTPS, SFTP, and TCP/IP.
* Gain experience using wireless devices, mobile devices and securing them on networks.
* Learn VPN client configuration.
* Learn how to troubleshoot issues

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): Kareem Nathan

Address: 3100 Towanda Ave.

Baltimore, MD 21215

Location: West Pavilion

Phone Number(s): 410-462-7420

Email Addresses: jcofield@bccc.edu

Knathan[@bccc.edu](mailto:mfrooks@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).**