APPRENTICE OPPORTUNITY
Application deadline: Thursday, May 26, 2016 4:00 P.M.

Location: Chaffey College Information Technology Services

Start Date: Fall 2016

Hourly Rate: $11.00 per hour

Work Days/Hours: Hours may vary according to the assignment and may require evening and/or weekend hours.

Work Place: Rancho Campus

Duties may include:
Under the direction of the Vice President of Administrative Affairs and Director of Technical Services, incumbents in this position perform the following functions:

Provide help-desk support to students on technical issues pertaining to the college portal, MyChaffeyVIEW, Moodle, the college mobile application;

Assist the Technical Support Specialists with basic troubleshooting, repair and maintenance of laptops, desktop computers, tablets and peripherals. Prepare, image, install and troubleshoot operating systems and their associated software applications. Perform minor network administration including cabling, port configuration and adds/moves and changes. Perform installation, troubleshooting and preventative maintenance of smart classroom technology.

Provide assistance to students in instructional computer labs with logging in and out of the positive attendance system; troubleshooting issues students may be experiencing with Microsoft Office applications and printing; and maintaining/replenishing printer toner and paper as needed.

Minimum Qualifications:
• Successful completion of CIS 1 or equivalent.
• Sensitivity to students of various academic, socioeconomic, cultural, religious, disability, and ethnic backgrounds.
• Ability to establish and maintain effective working relationships with students, faculty, and staff.
• Ability to follow directions/instructions and follow established protocols.
• Excellent interpersonal skills.

Desirable Qualifications:
• Prior customer service experience
  • Familiarity with the applications that will be supported including, but not limited to, the MyChaffey Portal, My ChaffeyVIEW, Moodle, Ellucian Mobile, and student email accounts.
• Completion of CIS 50, CIS 420, and any of the CIS Cisco Internetworking classes.

Conditions of Employment:
This is a part-time, pre-professional apprentice position. An apprentice may not work more than 170 working days or more than 980 hours during the fiscal year. Apprentices may be employed for a maximum of nine semesters, consecutive or cumulative, including summer sessions.

Application Process:
Application must be completely filled out in detail. The application package must include District Application and a copy of current transcript. Applications must be submitted online at the Chaffey College Online Application website.