Residential Computing Consultant (RCC)

Job Description

The Humboldt State University Residential Computer Network (ResNet) was created to aid students’ academic success by providing a means to access HSU computing resources and the Internet. Residential Computing Consultants (RCC) at Humboldt State University are selected to assist the ResNet Administrator in providing technical services to students living in the residence halls.

The RCC assumes an active role in the development and maintenance of a technically oriented learning environment in the residence halls. The successful candidate will have an interest in and ability to work with students from a variety of backgrounds. RCCs are expected to demonstrate effective technical, troubleshooting and communication skills, leadership potential, an appreciation for differing viewpoints, a willingness to accept responsibility and a sincere interest in working with students. Through technical assistance, training, and leadership, the ResNet Computing Consultant promotes an environment that is conducive to student success and technical competence.

Work Requirements

1. RCCs will be required to work 10 - 20 hours per week in the ResNet Help Desk.
2. RCCs will provide limited technical support to current Housing residents through visits to the Help Desk, by telephone or by email.
3. RCCs will be also be expected to assist the ResNet Administrator with various computer network technology related projects.
4. Other tasks as needed.

Applicant Requirements

2. Full-time student at Humboldt State University.
3. Ability to analyze complex situations and develop effective strategies to resolve issues.
4. Must successfully pass a background check prior to the start of employment.

The position prefers that all Residential Computing Consultants have lived in Housing for at least one year. Current and continuing residents will be given priority in hiring.

Compensation

Up to 20 hours per week (multiple evening shifts, Monday through Friday) when the University is in session @ $12.00/hour. Payday is the 15th of the month and paychecks are available at the University Cashier in the Student Services Building or through direct deposit.

For reasons of safety and security, all persons hired by the Department of Housing must successfully pass a background check prior to the start of employment.

ANTICIPATED DATES OF EMPLOYMENT: August 16, 2019 – May 14, 2020