The Academic Advising Center, Kiely 217/Virtual Location
Job Description: Information Technology Aide/College Assistant

The Academic Advising Center provides academic information and centralized advising services to all undergraduate students through the clarification of degree requirements and academic program planning thereby leading to the timely receipt of the baccalaureate degree. The Center makes information available to students that will provide a clear understanding of the academic requirements that impact their selection of programs and courses. Additionally, the Center provides group advising and registration to all new students -- freshmen and transfers -- by working closely with the Freshman Year Initiative Program to place freshmen into communities for their first semester at the College and with academic departments to facilitate entry into the major for transfers. The Academic Advising Center is often the first point of contact for new students post-admission to Queens College.

Duties of the Information Technology College Assistant

- Provide on-site and remote technical support/troubleshooting to all Advising Center staff with all computers and other technological and audio/visual equipment and maintain continuous log and readiness of equipment.
- Set up computer equipment for new and continuing student workshops and programs (especially New Student Orientation). Operate equipment and break down/secure equipment at conclusion of programs.
- Ready laptops/equipment for satellite advising and registration programs; trouble shoot remote advising and registration process, webinars, and other programs and activities that incorporate technology.
- Continuous and on-going design, creation, maintenance and updating of Advising Center’s web site using Microsoft SharePoint/Word Press, as well as our special program sites and use of social media.
- Assist in data collection, report and document preparation that requires use of programs and technology, including spreadsheets, software, scanning materials, and database management.
- Coordinate the Center’s document electronic storage, archival and retrieval processes.
- Maintain the AAC Intranet server and other Center technologies
- Assist advisors in the design of power point and other presentations.
- Liaison between OIT and the Advising Center.
- Lead in demonstration of and assistance with student accounts procurement and troubleshooting: CUNYfirst, CUNY Portal, Degree Works, Blackboard, CUNY Alert, student email and other programs.
- Conduct continuous hands-on and in-house demonstration of and navigation assistance to students, faculty and staff of CUNY and Queens College systems and processes.
- Liaison to Degree Works administrator for program troubleshooting and further development.
• Provide clerical support duties and coverage at the front desk when necessary, such as answering telephones, welcoming visitors, filing, packaging new-student materials, copying documents, providing dates and information for registration and new-student workshops, admissions information, as well as locations of academic and administrative offices on the campus.
• Audio/visual recorder for special events including photography and videography and application of this to our websites and social media.

Qualifications
Bachelor’s degree ideally in Computer Science or undergraduate junior/senior majoring in Computer Science is preferred. Applicant must have knowledge of computer setting and website updating. Knowledge of Navigate, Microsoft SharePoint, Word Press, HTML, PHP, C# and MySQL is a plus; otherwise successful candidate is expected to learn this software and its use. Applicant should be friendly and personable, possess excellent communication skills, and able to present information effectively. Applicant should understand the admissions and advising processes upon completion of training and the interrelation of the CUNY’s, the College’s and the Center’s technological usages and needs.

Compensation: The rate is $15 per hour plus benefits. Offered hours will be 20 hours per week including winter and summer; expectation of a flexible schedule based on Center’s needs that will shift depending on season/activities.

How To Apply:
Requested Items: Please send cover letter, resume, and contact information for three professional and/or academic references to: References will not be contacted until applicant gives permission.

Respond To: Mr. Christopher Mollura
E-mail submissions only: Christopher.Mollura@qc.cuny.edu

Applications will be accepted until position is filled. Those that arrive after the filling of the position will be put on file for future reference.

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