

# Student Employment Job Description

<b>Job Title:</b>	Technology Services End User Support
<b>Department:</b>	Technology Solutions Center
<b>Rate of Pay:</b>	2026/27 AY \$15 Per Hour
<b>Location:</b>	Columbia College Laurner 1 1001 Rogers St. Columbia, MO 65201
<b>Posted Date:</b>	August 31, 2026- August 21, 2027
<b>Supervisor:</b>	Joshua Spry
<b>Purpose/Summary:</b>	<ul style="list-style-type: none"> <li>• The Technology Services End User Support Student Worker position will be responsible for providing first-tier computer and software support to the Columbia College end-user community via phone, email, and in person.</li> <li>• The incumbent will be required to provide exceptional customer service, document trouble calls, identify hardware or software problems, and assist with end-user questions and problems.</li> </ul>
<b>Essential Functions:</b>	<ul style="list-style-type: none"> <li>• Welcome customers that enter the Technology Solutions Center.</li> <li>• Maintain a clean and welcoming environment.</li> <li>• Answer phone calls to troubleshoot customer issues and assist with basic issues and password reset walkthroughs.</li> <li>• Assist with data entry tasks.</li> <li>• Perform job duties in accordance with Columbia College's vision, mission, and values, and contributes to the development of</li> <li>• the Technology Services Department.</li> <li>• Practice superior customer service.</li> <li>• Fulfill additional responsibilities as assigned.</li> <li>• Display respect and civility to all constituencies in all communications.</li> <li>• Attend work timely and on a regular basis during the established hours of operation; work additional hours as business necessitates.</li> </ul>
<b>Qualifications:</b>	<ul style="list-style-type: none"> <li>• Ability to fluently read, write, and understand the English language.</li> <li>• Proficiency with the following, but not limited to: active listening; speaking; writing; critical thinking; judgment and decision making; monitoring; reading comprehension; time management; coordination; and management of personnel resources.</li> <li>• Proficiency for using a variety of computer and technology-related software and equipment, including Microsoft Office products and database systems.</li> <li>• Proficiency in using web-based technologies, including database systems.</li> <li>• Ability to work independently and in a team environment, with or without direct supervision.</li> <li>• Excellent communication, interpersonal, customer service, and organizational skills.</li> </ul>

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