



## Student Employment – Computer Services – Helpdesk Assistant

**Department: Computer Services**

**Position Title: Helpdesk Assistant**

**Position Type: Student Hourly and Work-Study  
considered**

### **Job Description:**

The Helpdesk Assistant will provide technical assistance to the RRCC user community (faculty, staff, students, and guests). Our student employees primarily serve as first level support for Information Technology (IT) issues related to computers (desktops, laptops, tablets, zero clients), printers, smartphones (iPhone), desk phones (VoIP), network connectivity, and application issues (MS Office, Firefox, IE, VLC, VPN, etc.) on various operating systems (Windows, MacOS, Linux).

### **Job Requirements:**

All candidates must be team players, communicate effectively, have a strong desire to learn, be able to prioritize tasks, think on their feet and outside the box, be punctual, and enjoy customer service.

*You must be eligible for student employment (enrolled in a minimum of six credit hours for the semester in which you will be working) to apply for this position.*

## **Skills you will gain/enhance:**

Various IT skills in desktop, server, network, application, and systems support. Cyber and information security knowledge. Time management, project management, leadership, troubleshooting and customer service skills. Hands-on experience highly desired in the IT industry.

## **Job Payment Information:**

**Wage:** \$12.00/hour

**Paid:** Bi-weekly (Fridays)

## **How to Apply:**

**[Click here to apply for this position!](#)**

For questions about this position, contact **Ibrahim Abdul-Nur** at **[Ibrahim.Abdul-Nur@rrcc.edu](mailto:Ibrahim.Abdul-Nur@rrcc.edu)** or at **303-914-6106**.

For questions about student employment in general, contact Bob Miller at **[Bob.Miller@rrcc.edu](mailto:Bob.Miller@rrcc.edu)**.

## **Title IX, Diversity and EEO Statement:**

*Note: Former employees of the Colorado Community College System or one of its 13 colleges, who were disciplinary terminated or resigned in lieu of termination, must disclose this within your application materials.*

*Red Rocks Community College is committed to diversity in its people and programs. The College prohibits all forms of discrimination and harassment including those that violate federal and state law or the State Board for Community Colleges and Occupational Education Board Policies 3-120 and/or 4-120. The College does not discriminate on the basis of sex/gender, race, color, age, creed, national or ethnic origin, physical or mental disability, veteran status, pregnancy status, religion, genetic information, gender identity, or sexual orientation in its employment practices or educational programs and activities.*

*Red Rocks Community College will take appropriate steps to ensure that the lack of English language skills will not be a barrier to admission and/or participation in vocational education programs. RRCC has designated Arnie Oudenhoven as its Affirmative Action Officer/Equal Opportunity Administrator/Title IX Administrator with the responsibility to coordinate its civil rights compliance activities and grievance procedures. Report all concerns or complaints relating to discrimination or harassment to the Title IX/EO Coordinator(s). For information, contact Arnie Oudenhoven Executive Director, HR, Title IX Coordinator, Title VII/Equal Opportunity Coordinator, ADA/Sec 504 Coordinator, via mail at 13300 West Sixth Avenue, Lakewood, CO 80228. Phone 303.914.6298, or email [arnie.oudenhoven@rrcc.edu](mailto:arnie.oudenhoven@rrcc.edu) or Deborah Houser, Assistant Director of Human Resources/Deputy Title IX Coordinator, 303.914.6224 [deborah.houser@rrcc.edu](mailto:deborah.houser@rrcc.edu). 13300 West Sixth Avenue, Lakewood, CO 80228.*

*You may also contact the Office for Civil Rights, U.S. Department of Education, Region VIII, Federal Office Building, 1244 North Speer Boulevard, Suite 310, Denver, CO 80204, telephone (303) 844-3417. Reasonable accommodation will be provided upon request for persons with disabilities. If you are a person with a disability who requires an accommodation to participate in the application process, please notify Human Resources at 303-914-6570.*

*RRCC conducts pre-employment background checks on all employment finalists to determine or verify background information, including criminal history, references from previous employment, qualifications, and, when applicable, driving history. Employment offers are contingent upon receiving a satisfactory report.*

*For information regarding Red Rocks Community College Security, including crime statistics for the Red Rocks Community College Lakewood and Arvada campuses, please see the Red Rocks Community College campus security website at <http://www.rrcc.edu/police/>. For a hard copy report, please contact 303.914.6494.*