

Residential Computing Consultant (RCC)

Residential Computing Consultants (RCCs) are the front line of student support during ResNet Rush. It is through the RCCs that residents become aware of the service and support that the ResNet program provides. Potential RCCs need the unique combination of technical competence, good interpersonal skills, and creativity in the use of technology.

Prerequisites for employment:

- Be a currently registered undergraduate student at The College of Idaho.
- Have at least a 2.0 GPA.
- Have an adequate technical aptitude.
- Be self-motivated.
- Have strong interpersonal and customer service skills.

Hours:

- 15 – 50 hours during ResNet Rush.

Responsibilities:

- Attend ResNet training prior to fall semester, this is required.
- Actively participate in ResNet Rush at the beginning of fall semester.
- Actively assist customer throughout the whole year.
- Check email at least 3 times daily to receive important announcements and assignments in a timely fashion.
- Maintain contact with hall residents in both customer service and casual situations.

Knowledge & Skills:

- Ability to install, configure and troubleshoot hardware and software on Windows and Mac platforms
- Knowledge of networking protocols and IP addressing a plus
- Good problem solving skills and excellent organizational skills
- Ability to maintain a professional and service-oriented relationship with customers and coworkers

Pay:

When school is in session you will be provided a housing waiver on campus each semester you are employed.

YOU WILL BE TESTED ON YOUR KNOWLEDGE & SKILLSET PRIOR TO HIRING. Please consider this carefully when you fill out the application.