



Federal Work-Study
Learning Commons – Library

Name of Position: Student Office Assistant

Number of positions available for this posting: 2

Pay Grade and Classification: \$14.50 Grade II

Hours per week: 20

Terms of Employment: Fall, Spring

Name and Address of Employer:

Jackson State Community College
2046 N. Parkway
Jackson, TN 38301

Supervisor:

Veronica Jones
731-424-3520
vjones@jssc.edu

Locations of Job Placement:
Learning Commons

Purpose and Role of the Position:

- The student worker will provide support for students and staff in the JSCC Learning Commons, which includes library, testing, and tutoring services.

Duties and Responsibilities:

- Staff the Help Desk (assist students with checking materials in/out, answer directional questions, troubleshoot tech issues)
- Assist librarians and tutoring staff with projects and events

- Troubleshoot technical issues (printing, scanning, eLearn) and maintain LC laptops, printers, and copiers
- Staff the Testing Help Desk (checking students in for testing, administering make-up tests, securing belongings)
- Maintain facilities (restocking supplies, organizing supplies, etc.)

Qualifications:

- Working knowledge of Microsoft 365 applications
- Working knowledge of eLearn
- Strong customer service skills