

RezNet Volunteer Position

Do you enjoy helping people? Are you looking for practical "real-world" experience in computer/network support? Are you the person that all your friends and family look to for computer advice? If so, RezNet can use your skills! Every year, RezNet volunteers provide essential support for their peers within the Frost Residence and Sutherland Residence Village. RezNet volunteers are counted on for their troubleshooting skills, technical advice, reporting skills and friendly helpful service.

Advantages of Becoming a Volunteer

- Hands-on computer experience
- Training provided
- RezNet volunteer T-shirt
- RezNet toolkit
- Opportunity to exercise your computer skills
- Looks great on a resume
- Volunteer appreciation events
- **Early move-in Thursday September 3, 2009**
- **Mandatory training course on Friday September 4, 2009**

Expectations and Time Commitment

- Provide technical support to residents
- Assist with installation of Ethernet cards and configuration of network settings
- Attend training sessions and various meetings throughout the year
- Identify trends and issues and record the solutions
- Take proper precautions prior to working on a resident's computer
- Know and follow the RezNet Policies & Procedures document
- Maintain correspondence with other volunteers and coordinator through email
- Report issues and incidents to coordinator in a prompt manner
- Keep residents informed of RezNet news and issues
- Reserve extra time for first two weeks of each semester (busiest time)

Qualifications

- Working experience of the internet and email
- Basic understanding of computer components, their role, and how they work
- Must be a full-time residence student
- Must maintain good academic standing
- Excellent customer service skills
- Excellent written and oral communication skills
- Organized, punctual and responsible
- Ability to adapt to new situations and circumstances

Please submit your current resume and cover letter by email (reznet@flemingc.on.ca) or fax (705-878-9330) on or before **July 10, 2009**. Include in your cover letter: program of study, any relevant computer experience, why you are interested in being a RezNet volunteer, what type of computer you have and a phone number you can be reached at during the day. Successful applicants will be contacted for a telephone interview within ten business days of the application deadline.

Deadline for applications is July 10, 2009