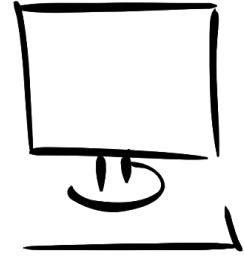


**Do you enjoy helping people?**

**Are you the person that all your friends and family look to for computer advice?**

**Are you looking for practical real-world experience in computer/network support?**



If so, we urge you to apply to be a member of our **RezNet Team!**

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
- Opportunity to exercise your computer skills
- Looks great on a résumé
- Volunteer appreciation events
- Early move in and training course

#### **Expectations and Time Commitment**

- Provide technical support to residents
- Assist with configuring network settings for wired and wireless connections where applicable
- 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**

- Experience troubleshooting internet / networking issues
- Excellent customer service skills
- Excellent written and oral communication skills
- Organized, punctual and responsible
- Ability to adapt to new situations and circumstances
- Must be a full-time residence student
- Must maintain good academic standing

#### **To Apply:**

Please submit your current **résumé** and **cover letter** by email to **RezNet@FlemingCollege.ca**. In your cover letter, Include your program of study, any relevant computer experience, why you are interested in being a RezNet volunteer 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: July 25<sup>th</sup> 2014**