Kilgore College eLearning Help Desk Support Technicians

A federal grant-funded, part-time position reporting to the Title III Project Director and Title III Activity Director, to provide telephone and online technical support to students taking online classes or accessing Kilgore College online services.

Four technicians will be employed to work in teams of two, in an open computer lab, from 5 pm to midnight, either Tuesday and Thursday or Monday and Wednesday. Teams will alternate Sunday shifts of 5-11 pm. Each shift will include a 30-minute break, providing the technicians with alternative work weeks of 18.5 hours and 13 hours.

Successful candidates must pass a criminal background check. Technicians will be paid $8.50 per hour and be required to complete weekly "time and effort" reports available for government inspection.

Eligibility requirements are:

- 24 hours of college credit
- A minimum 2.5 GPA
- Leadership skills
- Dependability and trustworthiness
- One faculty letter of recommendation
- Technicians must possess the following skills:
  - Ability to use internet tools, Microsoft Office, and Blackboard Platform
  - Ability to handle tech support calls in a courteous manner
  - Ability to interact with persons online, on the telephone and in person.