

The Employment Opportunities for Students link on the Dyersburg State web page is provided as a service to the community. Employers seeking to post a job announcement should contact the Counselor/Career Services Coordinator, Carmen Pfeifer, at pfeifer@dsc.edu or call 901-475-3137.

Employers are solely responsible for their postings. DSCC is not responsible for any employment decisions made by any entity posting jobs on this site. DSCC has sole discretion to restrict postings on this site. DSCC does not make any representations regarding the accuracy or validity of the information posted by employers and does not endorse any business or organization. Job announcements that contain inaccurate, false, or misleading information or material that exploits people or appears to be posted solely to solicit personal information will be refused at the discretion of the site manager. Announcements containing information that is irrelevant to the job opportunity being presented will be refused.

Job Title: Fall 2019 DSCC Help Desk, JNC, Part-Time

Business/Location: Dyersburg State Community College

**Jimmy Naifeh Center at Tipton County
3149 Hwy 51 South
Covington, TN 38019**

Responsibilities include but are not limited to:

- Following supervisors' directions, Distance Education Support Specialist and Director of Distance Education.
- Answer Help Desk calls; troubleshoot and resolve technical problems.
- Provide user support via telephone, e-mail, direct interaction, and instant messaging.
- Remain well versed in computing trends on campus.
- Update and maintain the Help Desk record system.
- Update and find information using D2L, My DSCC.
- Provide informal one-on-one training sessions with students.
- Act as a student liaison between the student body and the department.
- Make DSCC student/faculty/staff IDs.
- Check out book/materials when needed to students/faculty/staff/community users.
- Provide transcription services to faculty/staff and add closed captioning to academic videos as needed.
- Perform other Help Desk clerical tasks as assigned.

Requirements:

- DSCC student enrolled in the current semester.
- Must have excellent communication skills.
- Must be able to talk to people and to attend to their needs.
- Be articulate and speak clearly on the phone.
- Be able to explain in non-technical terms so people can understand.
- Must be computer literate and be familiar with common office, productivity software applications.
- Must have excellent judgement skills to properly evaluate situations and immediately provide effective solutions.
- Must maintain a high level of professionalism.
- Must perform all tasks responsibly and in an efficient manner.

To apply: Please send a copy of your resume and class schedule to:

hathcock@dsc.edu or fax to: 731-288-7484

Do you need help developing a resume or cover letter? Could you use some tips to prepare for an interview? Contact Ms. Carmen Pfeifer, Counselor/Career Services Coordinator at 901-475-3137 or email pfeifer@dsc.edu. Check out the DSCC [Career Counseling](#) webpage. Upload your resume to www.jobs4tn.com.