



REZ NET VOLUNTEER POSITION DESCRIPTION

TERM: Residence Move-In and Orientation Week (September 4-7, 2026)

BENEFITS: Volunteers will be granted early move in access to residence. Additional benefits of the position include job specific training, transferable skills, and professional development opportunities. All Residence Rez Net volunteers will receive a free t-shirt and Pizza Lunch on move in day.

REPORT TO: RezNet Volunteers will report directly to the Technical Business Analyst – II, Student Experience or designate who will provide training, support and assistance.

POSITION PURPOSE

Rez Net volunteers provide essential support for their peers within Fleming College Residence facilities. Rez Net volunteers assist during Residence Move In and Orientation through their troubleshooting skills, technical advice, reporting skills and friendly helpful service.

POSITION SUMMARIES

- Provide technical support to residents during Move In Day and Orientation (September 4 – 7, 2026)
- Assist with configuring network settings for wired and wireless connections where applicable
- 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
- Promote Fleming College Residence App

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

ADDITIONAL DUTIES

- Participation on Move in Day (Sept 4, 2026)
- Additional duties as assigned by your supervisor, Residence Office or designate.

REQUIRED TRAINING

- Attend Rez Net Training on Thursday September 3, 2026