



RESNET VOLUNTEER POSITION DESCRIPTION

TERM: Residence Move-In and Orientation Week (August 30, 2024-September 2, 2024)

BENEFITS: Volunteers will be granted early move in access to residence (Volunteer Move-In on Thursday August 29, 2024). Additional benefits of the position include job specific training, transferable skills, and professional development opportunities. All Res Net Volunteers will receive a free t-shirt and Pizza Lunch on move in day and will receive CCR credit.

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

POSITION PURPOSE

ResNet volunteers provide essential support for their peers within Fleming College Residence facilities. ResNet 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 (August 30, 2024 – September 2, 2024)
- 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 ResNet 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 ResNet news and issues

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
- Additional duties as assigned by your supervisor, Residence Office or designate.

REQUIRED TRAINING

- ResNet Volunteer Training -Thursday August 29 at 3:00pm

OTHER VOLUNTEER OPPORTUNITIES

By being a ResNet Volunteer, you are automatically qualified to volunteer for Residence Council. This is a great way to stay engaged with residence life throughout the entire academic year.