

# ***Notice of Volunteer Internship Opportunity***



## **College Mission**

Cuesta College is an inclusive institution that inspires a diverse student population to achieve their educational goals. We effectively support students in their efforts to improve foundational skills, transfer to four-year institutions, earn certificates or associate degrees, and advance in the workforce.

Through dynamic and challenging learning opportunities, Cuesta College improves lives by promoting cultural, intellectual, and professional growth. We prepare students to become engaged citizens in our increasingly complex communities and world.

## **Vision**

Cuesta College is dedicated to accessible, high-quality education for the support and enhancement of student success, professional development, and the community we serve.

## **Values**

Access - Success - Excellence

## ***Library Intern (2022-2023)***

### **Brief Description of the department's Mission and Goals:**

Cuesta Library supports the mission of Cuesta College by fostering the success of its students and providing outreach to the broader communities while promoting a culture of diversity, equity, and inclusion. We fulfill this mission by facilitating collaboration, innovation, critical thinking, acquisition of information literacy skills, and lifelong learning. The library supports students, faculty, and staff in safe, welcoming settings with high-quality, dynamic collections and resources, technology-enhanced learning environments, and rich educational and cultural experiences.

### **Duties/Responsibilities:**

Under general supervision of the Division Chair, Library, Learning Resources and Instructional Technology and in collaboration with the Library Coordinator, Learning Resources and Instructional Technology; provide student technology assistance in person and online; recommend plan and/or conduct technology workshops; and create technology help documents for Cuesta students in the Open Computer Labs and online as needed. The Intern will do the following:

- Provide excellent customer service to students, staff and faculty in person and online;
- Assist students in using hardware and software in the Open Computer and Technology Labs and other labs managed by Learning Resources;
- Assist students with technical issues with accessing and utilizing Canvas;
- Give specialized instruction on one-to-one or group basis;
- Create help sheets, video and written answers to common student technology questions

**Qualifications Required:**

- Currently enrolled in a Master’s program in Library, Computer Science or related field;
- Strategies for troubleshooting issues around technology software and hardware;
- Current office software including word processing, spreadsheet, presentation, and/or database software;
- Current and emerging trends in online education and instructional technology;
- Learning Management Systems use (Canvas preferred);
- Basic hardware troubleshooting including Chromebooks, hotspots, Mac and PC;
- Copiers, print stations, scanners and other hardware used in an educational lab setting;
- Correct usage of English, grammar, spelling, punctuation, and vocabulary.

**Desired Qualifications:**

Experience developing student centered technical support programs, degree in Computer Science or work experience with user facing technology.

**Anticipated Number of Hours per Week:**

15-20

**Days/Time Preferred:**

Monday through Thursday between 8:00am- 4:00pm (negotiable)

**Other Specifications:**

Site locations: San Luis Obispo or North County Campus (Paso Robles), may include some time working remotely.