GTC/TC Eagletech

Information Technology Services – Computing Support Services

The Graduate Technology Consultant (GTC) and TC Eagletech (TCE) works directly with a supervising Technology Consultant (TC) by providing technical support for all desktop computing and communications needs of faculty and/or staff in a particular area. The GTC also works as a member of a team of graduate technology consultants and TC EagleTechs across campus.

Essential functions include assisting TCs with the following tasks:

- Providing local computing and communications support to all users in a work unit;
- Implementing and maintaining University hardware, software and networking standards;
- Collaborating when necessary with TCs on problems requiring more specialized technical skill;
- Monitoring the status of all problems reported;
- Working with TCs to continuously ensure that the highest level of customer service is being provided to all members of the work unit;
- Providing feedback to the TC about possible training and development needs of the members of the work unit;
- Assisting with the data back-up program and assisting with decision making related to technology purchases in the work unit.

Requirements:

Candidates should be comfortable using computer technology and have a willingness to acquire new technical skills. A positive attitude and a focus on customer service are very important. In this role you will have the opportunity to learn and support several technologies as well as increase your customer service skills through:

- Daily desktop support of faculty and staff for Windows and Macintosh computers
- Daily interaction with faculty and staff.
- Explaining technical issues to non-technical users
- Supporting software such as: MSOffice for Windows and Macs and be familiar with Google Drive and Gmail.
- Assisting faculty and staff with email, printer connectivity, network connectivity, BC Portal, and mobile devices
- Assisting the Technology Consultants with support documentation and other administrative duties

Summer and Fall jobs available. Returning students will be given priority for the Fall Semester.

How to Apply: If you would like to apply to be a GTC, please click on the link below to fill out an application.

GTC Application

We are now taking applications for summer and next Academic Year.