Undergraduate Studies
Tutoring & Academic Success Center

Software Coach

Position Summary: The Software Coach instructs students remotely in the use of computer technology and software (PC and Mac). This position may work up to 20 hours per week.

Position Accountabilities:

- Assists students in Zoom, Microsoft Office software, basic Blackboard skills, and presentation software packages
- Enters all session outcomes in Starfish same day as appointments
- Attends mandatory remote bi-weekly/monthly meetings with Graduate Assistant
- Completes all job requirements as outlined in TASC's Student Employee Policies & Expectations
- Completes mandatory training requirements assigned each semester by the deadline provided
- Actively participates on one team committee and one marketing event
- Replies to all emails and calls from TASC, students, and instructors on same business day
- Upholds all TASC's policies and expectations
- Completes additional student worker requirements by the due dates specified for that semester. Examples include:
  - One (1) peer observation per position
  - Four (4) TASC discussion boards
  - Responsible Employee online training
  - Student worker Reflection essay
  - Attends remote bi-weekly meetings

Position Requirements:

- Knowledge and understanding of basic computer operations and skills
- Must possess a laptop or pc with camera and audio for Zoom sessions
- Knowledge of: Zoom, Microsoft Office, Blackboard, and and/or Prezi
- Must exhibit knowledge of saving, sending, and transferring electronic files
- Maintains a 3.0 GPA or higher
- Strong customer service and communication skills
- Able to utilize strong critical thinking skills and the creativity to teach others to develop critical thinking skills
- Models ideal student behaviors while facilitating learning by providing an engaging and pleasant working atmosphere, with strong emphasis on building professional relationships with students, and staff
- Promotes professionalism and contributes to a friendly and productive learning environment