

HAMILTON COLLEGE POSITION DESCRIPTION

Position Title: *Training Intern*
Department: Information Technology Services
Supervisor: Help Desk & Training Team

1. **POSITION SUMMARY:** The ITS Training Intern conducts training sessions for members of the Hamilton College community in support of their academic activities and job duties. This position requires strong oral and written communication skills, as well as a working knowledge of supported Windows and Macintosh applications, e.g. MS Office, Adobe, and iLife Suites. Must be willing to teach technology topics in a classroom setting, prior teaching experience is not required, but is preferable.
2. **RESPONSIBILITIES:**
 - Conduct training sessions in support of the academic program, e.g. large format poster and video basics workshops, open labs and one-on-one appointments.
 - Conduct training sessions for the College Community on supported applications, e.g. Word Mail Merge and Excel basics.
 - Assist with the planning of and conduct training sessions for the Lab Consultants' (LC) training week.
 - In consultation with the Multimedia Presentation Center (MPC) Interns, regularly identify on-going training needs for the LC's and create appropriate classes and/or materials to address these needs.
 - Assist with the maintenance of documentation related to ITS supported products, in particular, documentation used as part of classroom instruction.
 - Assist with the maintenance of the ITS Training Web Page.
 - Assist with the creation of new training classes and supporting materials.
 - Maintain weekly hours in the MPC.
 - Participate in weekly meetings with the MPC Interns.
 - Other duties as assigned.
3. **JOB REQUIREMENTS**
 - a) Excellent customer service skills.
 - b) Excellent work ethic.
 - c) Excellent oral and written communication skills.
 - d) Excellent organizational skills.
 - e) Ability to work independently and as part of a team.
 - f) Enthusiasm for technology and for teaching technology to students, faculty, and staff.
 - g) Experience with supported Windows and Macintosh applications; willingness to learn new technologies.

To apply for this position, e-mail a letter of application and resumé to Maureen Scoones, mscoones@hamilton.edu