Federal Work-Study (FWS) Job Description

FWS Eligibility

To be eligible for a Federal Work-Study position, student must:

- *Have a current FAFSA and completed financial aid file at NWACC*
- *Have remaining student aid eligibility*
- *Maintain satisfactory academic progress towards*
- *Be enrolled in a current or future term at NWACC*

Position Title	IT Helpdesk Assistant (2 Positions)
Purpose/Role of this Position	The Student Work-Study IT Helpdesk Assistant identifies and provides resolutions to computer problems. They will assist users in person, email, phone and remote locations. This position serves as first-level support for students, faculty and staff. This includes basic system troubleshooting, hardware support, browser settings, printer/copier help and software support. The Student Work-Study IT Helpdesk Assistant cannot work on hardware or systems that are not owned-devices by NorthWest Arkansas Community College.
Department/Agency	IT Help Desk
• Position Location	Burns Hall 1136
• Campus or City	Benton County Campus
Hours Per Week	Up to 19/week
Hourly Pay Rate	$14.00/hr
Position Dates	4/24/25-6/21/25 (can extend into 25-26)
Beginning date will be the latter of: the above date or first day of pay period following completion of background check and new-hire processing *Ending date will be the earliest of: the above date, the last day of the student's eligibility, or the student's date of resignation/termination*	
Position Supervisor Name	Eddie Maher
• Supervisor Email	emahar@nwacc.edu
• Supervisor Phone	479-619-4337
Job Duties may include:	• Assists the IT Helpdesk and IT Support Specialists in resolving and documenting issues. • Works with student, faculty and staff on troubleshooting system hardware, software and printer issues. • Maintains logs of all problems encountered throughout the work hours. • Works and collaborates with the IT Helpdesk, IT Operations, IT Web and IT Applications along with other related Departments. • Regular, reliable and non-disruptive attendance is an essential job duty, as is the ability to create and maintain collegial, harmonious working relationships with others. • Performs any other related duties as required or assigned, including special projects.
Job Qualifications	• Strong customer service and troubleshooting skills. • Knowledge of computer system hardware, software, printers, scanners, computer peripherals, mobile devices (iOS, Android). • Ability to communicate technical information, both verbal and written to a wide range of end-users • Ability to diagnose and resolve onsite and remote technology related computing issues or problems.

Evaluation Procedures	FWS Supervisors are encouraged to evaluate new FWS employees after 30 days and at least annually.

NorthWest Arkansas Community College is an equal opportunity, affirmative action institution. The college welcomes applications without regard to age, race, gender, national origin, disability, religion, marital or parental status (including pregnancy)