



## Software Coach

**Position Summary:** The Software Coach assists students in the use of computer technology and software (PC and Mac). This position works on average between 5-10 hours per week and 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 meetings with assigned Graduate Assistant
- Completes all job requirements as outlined in Hub's Student Employee Policies & Expectations
- Completes mandatory training requirements assigned each semester by the deadline provided
- Replies to all emails and calls from Hub, students, and instructors on same business day
- Upholds all Hub policies and expectations
- Completes additional student worker requirements by the due dates specified for that semester.

Examples can include:

- One (1) peer observation per position
- Marketing events and team committees
- Four (4) Hub discussion boards
- Responsible Employee online training
- Student worker Reflection essay
- Attends remote bi-weekly meetings

### Position Requirements:

- Maintains a 3.0 GPA cumulative or higher
- Registered for 6 credit hours or more
- Knowledge and understanding of basic computer operations and skills
- Must possess a laptop or pc with camera and audio for Zoom sessions, if necessary
- Knowledge of: Zoom, Microsoft Office, Blackboard, and and/or presentation packages (ie google slides)
- Must exhibit knowledge of saving, sending, and transferring electronic files
- 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, staff
- Promotes professionalism and contributes to a friendly and productive learning environment
- Understanding of how the library works and CSU directions/mapping