

Camp Launch IT Support (1) – temporary summer 2024

Dates: June 24-July 12, 2024 (20 hours per week) and July 15-27, 2024 (40 hours per week)

Index: 2WM400

Supervisor: Dr. Mihyeon Kim | F0012L

Time Sheet Approver: Dr. Mihyeon Kim | F0012L

Required Qualifications: High School Graduate; prior experience working on a Helpdesk, in IT or similar technical function; basic knowledge or networking principles and operating systems; demonstrated ability to effectively prioritize and execute tasks in a complex and fast paced setting, customer-service focused.

Preferred Qualifications: Current W&M student.

General Description

The IT Support person works with the Center for Gifted Education as the sole technical support for Camp Launch before, during, and after the Camp session. This includes setting up (computer banks/ laptops) prior to Camp, troubleshooting and supporting Camp Staff during the Camp session, and breaking down technology setups after the Camp concludes. The successful applicant will have experience working with technology in an educational setting, a proven ability to work under deadlines and communicate well with staff and campers at varying levels of proficiency, and a commitment to the mission of Camp Launch. They will also be tasked with creating a promotional video that showcases everything that Camp Launch campers did during the two week camp. The IT Support person will be available to work June 24-July 12, 2024 (20 hours per week) and July 15-27, 2024 (40 hours per week).

Performance Duties

80% Technical Support

- Set-up, configure, manage and monitor all necessary technology-related equipment prior to the start of Camp and break-down at the end of Camp, ensuring all equipment is inventoried and returned to the CFGE.
- Provide daily IT support to Camp Launch Instructors and campers.
- Resolve staff-generated technical requests or problems and troubleshoots technical and process issues to maintain productivity.
- Enforce camp-wide systems, rules, and procedures as related to the technology offerings.
- Work with other Camp Staff and Instructors to support technology for campers and staff.
- Collaborate with Precollegiate program staff members to ensure that the available technology is meeting the needs of all camp activities.
- Advise on all IT related issues.

10% Communication

- Respond promptly to requests for support, prioritizing tasks to maintain optimal Camp productivity.
- Communicate technical information in an accessible manner to non-technical employees.

- Maintain a customer-service focus and collaborative mindset with Camp Launch Staff, Instructors and campers.

10% Event Coordination

- Assist in planning and execution of special events to include Camper Check-In, Opening and Closing Ceremonies and Focusing on the Future, with focus on technology needs.
- Support the Assistant Director and On-Site Assistant Program Coordinators with any technology tasks related to the program
- Create a fun and engaging video that showcases Camp Launch 2024 that will be played for the students during the closing ceremonies on July 26, 2024.