LIBRARY & IT
Request for New Student Assistant

Student Job Details

<table>
<thead>
<tr>
<th>Team and/or Unit:</th>
<th>Classroom Technology Services</th>
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<tbody>
<tr>
<td>Position Title:</td>
<td>Classroom Technology Graduate Assistant</td>
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<tr>
<td>Classification Level:</td>
<td>LITS pay scale level 5</td>
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<tr>
<td>Hourly Rate:</td>
<td>$11.50</td>
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<tr>
<td>Available openings:</td>
<td>5</td>
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<tr>
<td>Hours per week: Max 20hrs/wk</td>
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<td>Specific time periods required, if any:</td>
<td>All student assistants must work at least one 8am opening shift.</td>
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<td>Work Schedule: Flexible schedule: Weekdays: morning, afternoon and evening shifts available</td>
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Responsibilities/Duties:

The technology-rich classrooms and meeting spaces of Emory College and Woodruff Library are highly-interactive facilities designed to support presentation, teaching, group collaboration, and faculty/student interactions. Candidates support university students, faculty, and staff with the technologies offered in these spaces, which may include highly interactive presentation systems, integrated audio-visual equipment, conferencing applications, SMART technologies, recording and capture tools and computers. The student Classroom Technology Assistants work in a team-based environment as valued members of a broader technology support organization.

Work hours are flexible around class schedules and academic commitments.

The technical work of the Student Technician III will be high-level and specialized around supporting classroom and collaboration technologies. The candidate will demonstrate a high-level of good judgement and independent decision making and will have a high-level of contact with VIPs, customers and colleagues. High-level technical skills and/or specialization in one of more technical areas will be developed as part of this position. The candidate will possess leadership potential and may supervise, coach and/or teach other student workers.

Specific duties include:
- Assisting users with available technologies and resolving Tier 1 issues.
- Setting up technology for users in classrooms and meeting spaces
- Establishing connections to network and AV presentation systems
- Maintaining a clean and inviting work environment
- Monitoring equipment and taking appropriate actions to address issues alerts or to notify full-time staff
- Planning for delivery of day-to-day support and utilizing request management tools to capture information and process customer requests
- Assisting with maintenance of computers and audio visual equipment
- Assisting walk-in customers and providing referrals for services beyond Class Tech
- Advising users on available technologies, policies, procedures and LITS services
- Providing users with technical orientations and training on basic classroom operation
- Opening and closing support facilities (depending on shift)
- Providing additional support as needed on LITS and College initiatives
## Request for New Student Assistant

### Requirements:

- Graduate level study
- Information technology, computer, presentation technology high level skills (and/or experience) preferred
- Strong customer service skills required.

- Ability to work with university faculty, students, staff and visitors demonstrating professionalism, dependability, punctuality, and strong interpersonal skills. Ability to adhere to a set schedule that may include a mix of day and non-traditional evening and/or weekend hours.
- Ability to supervise other student workers

- Experience using Macintosh and/or Windows operating systems
- Working knowledge of Microsoft Office Suite
- Strong communication skills (written and verbal)
- Strong work ethic
- Desire to expand current knowledge and learn new technologies and skills
- Ability to work in a team based environment with a high level of customer interactions
- Teaching and/or coaching experience and/or presentation skills desired

<table>
<thead>
<tr>
<th>Interviewer Name</th>
<th>Classroom Technologies Staff</th>
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<tbody>
<tr>
<td>Contact Number and/or Email</td>
<td><a href="mailto:LITS-studentjobs@emory.edu">LITS-studentjobs@emory.edu</a></td>
</tr>
</tbody>
</table>

Form Submitted by: Ryan Roberts  
Date: 8/1/19