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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</thead>
<tbody>
<tr>
<td>Position Title:</td>
<td>Classroom Technology Assistant I</td>
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<tr>
<td>Classification Level:</td>
<td>LITS pay scale level 3</td>
</tr>
<tr>
<td>Available openings:</td>
<td>4</td>
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<tr>
<td>Hourly Rate:</td>
<td>$9.00</td>
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<tr>
<td>Hours per week:</td>
<td>Max 20hrs/wk</td>
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<td>Specific time periods</td>
<td>All student assistants must work at least one 8am opening shift.</td>
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<td>Schedule:</td>
<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.

Student Technician I will work in a specialized technical capacity supporting classroom and collaboration technologies; demonstrate good judgement and independent decision making; entails a lot of public contact.

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.
LIBRARY & IT
Request for New Student Assistant

**Requirements:**

Information technology, computer or presentation technology experience preferred. Strong customer service skills are 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.

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 learn new technologies and skills
Ability to work in a team based environment with a lot of customer interactions

<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