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 Assistant III</td>
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<tr>
<td>Classification Level:</td>
<td>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>4</td>
</tr>
<tr>
<td>Hours per week:</td>
<td>Up to 20</td>
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<tr>
<td>Specific time periods required, if any:</td>
<td>Operation Hours: 8am - 10pm (Shifts Vary)</td>
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<tr>
<td>Work Schedule:</td>
<td>Monday - Friday 8am - 10pm (Shifts Vary)</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
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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

*Applicants must have a minimum of two years left at Emory.

Interviewer Name: Ryan Roberts
Contact Number and/or Email: LITS-studentjobs@emory.edu
Form Submitted by: Ryan Roberts  Date: 5/15/2017