# Request for New Student Assistant

**Team and/or Unit:** Student Digital Life / Computing Center at Cox Hall  
**Position Title:** Technology Consultant  
**Classification Level:** SA3  
**Hourly Rate:** $9.00  
**Available openings:** 1  
**Hours per week:** 8+  
**Specific time periods required, if any:** Tues: 12:45p – 4p + Thu: 12:45p – 4p  
**Work Schedule:** Tuesday and Thursday afternoons plus additional hours

## Responsibilities/Duties:

**Customer Service**  
- Assist users with available technologies: computer workstations, printers, A/V systems, gaming consoles, et al  
- Set up technology for users in classrooms & group study spaces and assist with events  
- Loan and return games, controllers, and other equipment  
- Advise users on Computing Center policies and procedures  
- Provide referrals to users for services beyond the Computing Center

**Facility and Equipment Support**  
- Open and close the facility  
- Maintain a clean and inviting environment  
- Monitor the equipment and take appropriate actions to address alerts and issues or escalate to full-time staff  
- Conduct routine checks of EaglePrint printers across campus  
- Provide support as needed at other SDL locations across campus

**Other**  
- Collect usage data and feedback  
- Assist with special projects, promotional activities, and team events

## Requirements:

- Must be able to work ALL hours noted above  
- Dependable, punctual, and able to adhere to a set schedule  
- Strong interpersonal, written communication, and problem solving skills, with the ability to work with students, faculty, staff, and visitors, demonstrating professionalism, maturity, and a willingness to help  
- Strong work ethic, self-discipline, and able to work with minimal supervision  
- Experience using Macintosh and/or Windows operating systems plus a working knowledge of Microsoft Office  
- Desire to learn new technologies and skills

**Interviewer Name:** Tara McCurley  
**Contact Number and/or Email:** Lits-studentjobs@emory.edu

Form Submitted by: Tara McCurley  
Date: Sept 13, 2016

---

Admin/Student Employment/Forms/Request for Student Assistant 7/2015