

LIBRARY & IT

Request for New Student Assistant



Student Job Details		
Team and/or Unit:	LITS: Student Digital Life	
Position Title:	Labs & EaglePrint Assistant	
Classification Level: SA3	Hourly Rate: \$9.00	Available openings: 1 - 2
Hours per week: 10		
Specific time periods required, if any: Wednesday midday (the rest is flexible)		
Work Schedule: 2-3 hours daily, for a total of 10 per week		
Responsibilities/Duties: EaglePrint is Emory's enterprise student printing/copying/scanning service for both the main and Oxford campuses, with 60+ EaglePrint stations in libraries, key buildings, and residence halls. In addition to the EaglePrint service (among others), Student Digital Life also maintains labs in the SAAC, Woodruff Health Sciences Center Library, White Hall, Bowden, and Tarbutton. Lab & EaglePrint Assistants are responsible for maintaining all EaglePrint and lab equipment across the main campus. Lab & EaglePrint Assistants also support Student Digital Life outreach & assessment efforts, assisting with Wonderful Wednesdays, surveys, focus groups, and other related projects. More specifically, EaglePrint Assistants will... <ul style="list-style-type: none">- Conduct routine checks of printers and workstations across the main campus and respond to alerts on a daily or near-daily basis- Resolve all Tier 1 issues with printers, computers, and peripheral equipment (paper jams, toner issues, refill paper trays)- Monitor the equipment and take appropriate actions to escalate issues to full-time staff as needed- Maintain clean and inviting work environments for our customers at print stations and in labs- Restock printer and toner supplies in libraries, academic buildings, and residence halls- Report daily work and collect usage data on supplies- Assist with assessment and outreach projects as needed		
Requirements: <ul style="list-style-type: none">- Professional, dependable, and highly trustworthy- Able to work at least 10 hours per week (hours may be flexible)- Strong work ethic and able to work independently- Friendly and outgoing, with strong interpersonal skills- Observant, proactive, and skilled at problem-solving		
IMPORTANT: This job requires extensive walking and carrying and/or carting supplies across campus.		
Interviewer Name:	Robert Kruse, Jay Clements, and Dawn Francis-Chewning	
Contact Number and/or Email:	LITS-studentjobs@emory.edu	
Form Submitted by: Robert Kruse		
Date: 9/14/18		