

LIBRARY & IT

Request for New Student Assistant



Student Job Details		
Team and/or Unit:	Student Digital Life/Tech Lab	
Position Title:	TechLab Technology Specialist	
Classification Level: SA4	Hourly Rate: 9.50	Available openings: 3
Hours per week: 10		
Specific time periods required, if any: Monday through Thursday Noon-8pm; Friday noon-5pm		
Work Schedule: A mix of weekdays (starting at Noon) and weeknights (until 8pm). We currently have a need for the hours noted above.		
<u>Responsibilities/Duties:</u> Located within the Computing Center at Cox Hall, the Tech Lab is a makerspace for the Emory Community to learn and explore new technologies and develop new skills. Technology Specialists work closely with the Tech Lab Coordinator to support all the tools within this space and to create the documentation and processes that will allow for the expansion of any promising new services.		
<u>Specific duties include:</u> <ul style="list-style-type: none">- Running at minimum one to two workshops per semester- Assist users with available technologies and resolving all Tier 1 issues- Maintain a clean and inviting work environment- Advise users on policies and procedures- Monitor the equipment and taking appropriate actions to address alerts or notify full-time staff- Collect usage data and feedback- Provide referrals to users for services beyond the Tech Lab- Open and close the space		
<u>Requirements:</u> <ul style="list-style-type: none">- Preferred - Previous experience with 3D printing, scanning, or modeling- Ability to work with university students, faculty, staff, and visitors, demonstrating professionalism and exceptional customer service skills- Strong work ethic, dependability, punctuality, and advanced interpersonal skills- Strong written communication skills- Ability to work independently- Ability to adhere to a set schedule, working a minimum of 10 hours per week- Desire to learn new technologies and skills- Ability to participate in orientations, training sessions, and workshops as scheduled.		
Interviewer Name:	Robin Horton	
Contact Number and/or Email:	LITS-studentjobs@emory.edu	
Form Submitted by: Robin Horton		
Date: 4/3/2019		