## Student Job Details

<table>
<thead>
<tr>
<th>Team and/or Unit:</th>
<th>Student Digital Life / Computing Center at Cox Hall</th>
</tr>
</thead>
<tbody>
<tr>
<td>Position Title:</td>
<td>Cox Technology Consultant</td>
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<tr>
<td>Classification Level:</td>
<td>SA3</td>
</tr>
<tr>
<td>Hourly Rate:</td>
<td>$9.00</td>
</tr>
<tr>
<td>Available openings:</td>
<td>6</td>
</tr>
<tr>
<td>Hours per week:</td>
<td>minimum of 10, maximum of 20</td>
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<tr>
<td>Specific time periods required, if any:</td>
<td>at least 1 weekday shift + 1 closing and/or Sunday shifts</td>
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<tr>
<td>Work Schedule:</td>
<td>a mix of weekdays and nights/weekends within the following staffed hours: M – Th: 8:45a – midnight</td>
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### Responsibilities/Duties:

#### Customer Service
- Assist users with available technologies: computer workstations, printers, A/V systems, gaming consoles, etc.
- 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 issues or escalate to full-time staff
- Provide support as needed at other SDL locations across campus

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

### Requirements:
- Able to attend orientation/training on **Monday, August 27**.
- Dependable, punctual, and able to adhere to a set schedule
- Strong interpersonal and customer service skills, demonstrating professionalism and an eagerness to help users (faculty, staff, students, campus visitors) and fellow staff
- Strong problem-solving skills and able to remain calm under pressure
- Strong work ethic, self-discipline, and able to work with minimal supervision
- Able and willing to adapt quickly to and/or learn new technologies and skills

**Interviewer Name:** Amelia Stagg

**Contact Number and/or Email:** LITS-studentjobs@emory.edu

**Form Submitted by:** Amelia Stagg  
**Date:** 3/15/2018