

Student Job Description

Department: Information Technology Services Location: Peschel Computer Center

Supervisor's Name: Susan Rinaldi

Please indicate hours/shifts available: Various, see below

Rate of Pay: minimum wage

Purpose/Role of the Position(s) within the Department: ITS Help Desk

Duties and Responsibilities:

- Tier-one telephone support
- Greeting and assistance for walk-ins
- Troubleshoot hardware and software
- Deliver and set-up computers, monitors, printers, and other peripherals
- Inventory and stock management, includes but is not limited to locating, counting, moving, cleaning, and recycling
- Computer imaging
- General office duties, which may include back-up at the Reception Desk or assistance in Operations
- Personal and technical interaction with faculty, staff, and students
- Involvement in Department special events and/or set-up of events
- Potential management, scheduling, and/or training of new student workers
- May include full shifts assisting Hardware Technicians

Qualifications for the Position:

- Heavy lifting and stamina
- Basic knowledge of PC and Mac software and hardware, as well as knowledge of mobile devices
- Work availability in blocks of at least 2 hours at a time Mondays - Fridays from 8:00 a.m. to 5:00 p.m.
- Positive and professional attitude, initiative, and motivation
- Adherence to strict confidentiality regarding any personal, professional, or scholastic information obtained orally or viewed while on duty

Purpose/Role of the Position(s) within the Department: Learning Environments Student Technician

Duties and Responsibilities:

- Open electronic classrooms and labs
- Delivery and retrieval of audio visual equipment
- Set up and operation of video and data projection systems and audio/public address systems
- General office duties that may include answering phones, data entry, filing, etc.

- Assist in maintaining equipment in campus storage spaces
- Assist full time staff with all related duties

Qualifications for the Position:

- Ability to work independently after training
- Ability to plan and perform multiple time-critical tasks with little or no supervision
- Mechanical aptitude
- Ability to learn set-up, operation, and troubleshooting procedures for audio visual equipment
- Experience with computers, both PC and Mac platforms
- Must be reliable, prompt, and courteous
- Must be fluent in the English language (both verbal and written)
- Must be able to negotiate stairs while carrying up to 25 pounds
- Evening and weekend hours may be required, possibly without direct supervision
- Adherence to strict confidentiality regarding any personal, professional, or scholastic information obtained orally or viewed while on duty

Purpose/Role of the Position(s) within the Department: Learning Technologies Student Consultant

Duties and Responsibilities:

- Work with faculty in developing multimedia projects and designing course websites with multimedia components

Qualifications for the Position:

- Interest in and experience with digital media editing, web design, and development
- Familiarity with PC and Mac operating systems and software packages
- Helpful and professional demeanor
- Adherence to strict confidentiality regarding any personal, professional, or scholastic information obtained orally or viewed while on duty

Purpose/Role of the Position(s) within the Department: Print Room Operator

Duties and Responsibilities:

- Set up daily and weekend back-ups, including loading and unloading of tapes
- Printing of special forms
- Recording of paper charges and tape storage
- Assistance and interaction with Staff and Students
- May include assisting at front Reception Desk or at the Help Desk

Qualifications for the Position:

- Adherence to strict confidentiality regarding any personal, professional, or scholastic information obtained orally or viewed while on duty

Purpose/Role of the Position(s) within the Department: Receptionist

Duties and Responsibilities:

- Answer and transfer telephone calls
- Greet visitors and those in need of computing assistance
- General office duties, including sorting and distribution of mail, filing, copying, errands, and all other tasks that serve to support the ITS Administrative Assistant

Qualifications for the Position:

- Adherence to strict confidentiality regarding any personal, professional, or scholastic information obtained orally or viewed while on duty

Purpose/Role of the Position(s) within the Department: USTAR - Student Run Computer Support

Duties and Responsibilities:

- Diagnose and assist with correction of operating system and general software problems including, but not limited to corrupt files, viruses, adware, etc.
- Assist with general on-campus network connection issues
- Some hardware diagnostics and minor repairs

Qualifications for the Position:

- Working knowledge of PC and Mac operating systems, as well as PC and Mac software packages
- Familiarity with web tools (such as html), mobile devices, backup options, etc.
- Work availability during Common Hour and/or evenings (6:00 to 10:00 p.m.)
- Must be trustworthy and able to work unsupervised
- Good judgment and interpersonal skills
- Adherence to strict confidentiality regarding any personal, professional, or scholastic information obtained orally or viewed while on duty

Purpose/Role of the Position(s) within the Department: Web Development Assistant

The Web Development Assistant provides an opportunity for development of relevant skills in web design, content creation, and editing while supporting the web goals of College departments, faculty, and staff. Projects will be assigned on an on-going basis based on experience and current web designing needs. The Web Development Assistant will be expected to develop new skills during the employment period. Appropriate training for new projects will be provided on a regular basis.

Duties and Responsibilities:

- Create and edit content in WordPress for department and program web sites following established guidelines
- Select and prepare photos for use on the web by cropping, resizing, or modifying the photos in Adobe Photoshop

- Evaluate and test new WordPress plugins and themes
- Evaluate and test entire web sites and applications
- Assist faculty and staff with developing new functionality using WordPress
- Additional responsibilities as assigned

Qualifications for the Position:

- Experience with WordPress, online content editing, and Adobe Photoshop
- Understanding of basic HTML, CSS, and Photoshop
- Basic knowledge of Mac and PC software and mobile devices
- Ability to exercise good judgment when interpreting instructions and to identify the strengths and weaknesses of alternative solutions
- Strong communication skills and the ability to bring effective visual ideas from concept to completion
- Ability to work independently
- Ability to plan and perform time critical tasks
- Knowledge of other web Content Management Systems and/or PHP is preferred
- Adherence to strict confidentiality regarding any personal, professional, or scholastic information obtained orally or viewed while on duty