LIBRARY & IT
Request for New Student Assistant

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Complete this form, save and send as an attachment to LITS HR via email (lits-studentjobs@emory.edu) use 'New Student Assistant' in subject line.

Student Job Details	
Team and/or Unit:	Student Technology Support
Position Title:	Technician

Classification Level: **5**	Hourly Rate: $15.50	Available openings: 6

Hours per week: **10+**	

Specific time periods required, if any: **Summer and Fall shifts**

Work Schedule: **Varies**

Responsibilities/Duties:
The Student Technology Support Technician position includes, but is not limited to, general troubleshooting for both Mac & Windows operating systems, IoT, wireless connectivity, software installs, email setup/support, malicious software removal, and hardware diagnosis. In addition to technical knowledge, candidates must be able to demonstrate professionalism, dependability, punctuality, customer service and strong interpersonal skills. Also, must have knowledge of or experience using virtual platforms such as Zoom and Microsoft Teams. STS technicians must be able to quickly learn and adapt to a constantly changing technological world.

Requirements:
Required Qualifications:
Graduation date of at least 3 semesters away
Able to work a minimum of 10 hours per week
Working knowledge of macOS or Windows operating systems
Strong communication skills (written and verbal)
Willingness to learn new technologies and skills
Strong work ethic

Preferred Qualifications:
Experience working in a technical support environment (personal or business)
Knowledge of Windows diagnostic tools and/or macOS troubleshooting tools
Understanding of computer networks and how they work
Knowledge of malware and how to remove it
Programming and/or web development experience a plus
Experience utilizing Zoom and Microsoft Teams

Interviewer Name:	**Chenoa Primas**
Contact Number and/or Email:	**chenoa.primas@emory.edu**

Form Submitted by: Chenoa Primas	Date: 04/02/24