# Request for New Student Assistant

**Student Job Details**

<table>
<thead>
<tr>
<th>Team and/or Unit:</th>
<th>Student Digital Life / Computing Center at Cox Hall</th>
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</thead>
<tbody>
<tr>
<td>Position Title:</td>
<td>Cox Technology Consultant</td>
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<tr>
<td>Classification Level:</td>
<td>SA3</td>
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<tr>
<td>Hourly Rate:</td>
<td>9.25</td>
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<td>Available openings:</td>
<td>8-12</td>
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<tr>
<td>Hours per week:</td>
<td>min of 10, max of 20</td>
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<td><strong>Specific time periods required:</strong></td>
<td>at least 1 weekday shift + 1 closing or opening shift</td>
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<td><strong>Work Schedule:</strong></td>
<td>mix of weekdays/night within the following staffed hours: M-Th 7:30a-8:15p, F 7:30a-5:15p (closed Sat/Sun) (On campus)</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 service 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:
- 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 colleagues
- 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 and/or learn new technologies and skills

**Interviewer Name:** Dina Thornton

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

Form Submitted by: Dina Thornton  
Date: 7/31/2020