# Request for New Student Assistant

**Team and/or Unit:** LITS Student Digital Life

**Position Title:** Labs and EaglePrint Assistant

**Classification Level:** SA3  
**Hourly Rate:** $9.25  
**Available openings:** 1-2  
**Hours per week:** 10-15

**Specific time periods required:** At least 4 hours in this range M, Th, or F 10a-4p

**Work Schedule:** Hours are flexible. Shifts of 2-4 hours for a total of 10-15 hours per week.

**Responsibilities/Duties:**
EaglePrint is Emory's enterprise student printing/copying/scanning service with 60+ EaglePrint stations in libraries, key buildings, and residence halls. In addition to the EaglePrint service (among others), Student Digital Life also maintains computer labs in the SAAC, Woodruff Health Sciences Center Library, White Hall, Bowden Hall, and Tarbutton Hall.

Labs & EaglePrint Assistants are responsible for maintaining EaglePrint and computer lab equipment across the main campus. Specifically, EaglePrint Assistants will:
- Conduct routine checks of printers and workstations across the main campus and respond to alerts on a near-daily basis
- Resolve Tier 1 issues with printers, computers, and peripheral equipment (paper jams, toner issues, refill paper trays)
- Monitor the equipment and take appropriate actions to escalate issues to full-time staff as needed
- Maintain clean and inviting work environments for our customers at print stations and in labs
- Restock printer and toner supplies in libraries, academic buildings, and residence halls.
- Report daily work and collect usage data on supplies
- Some outreach and other duties as needed

**Requirements:**
- Professional, dependable, and highly trustworthy
- Able to work at least 10 hours per week (hours may be flexible)
- Strong work ethic and able to work independently
- Friendly and outgoing, with strong interpersonal skills
- Observant, proactive, and skilled at problem-solving

**IMPORTANT:** This job requires extensive walking and carrying and/or carting supplies across campus.

**Interviewer Name:** Benjamin Kasavan  
**Contact Number and/or Email:** LITS-studentjobs@emory.edu

**Form Submitted by:** Benjamin Kasavan  
**Date:** 9-24-2020