# Emory University Libraries
**Request for New Student Assistant**

## Student Job Details

<table>
<thead>
<tr>
<th>Team and/or Unit</th>
<th>LTDS / Technology Support &amp; Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>Position Title</td>
<td>LTDS Service Desk – Student</td>
</tr>
<tr>
<td>Classification Level</td>
<td>L4</td>
</tr>
<tr>
<td>Hourly Rate</td>
<td>$9.50</td>
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<tr>
<td>Available openings</td>
<td>4</td>
</tr>
<tr>
<td>Hours per week</td>
<td>10</td>
</tr>
<tr>
<td>Specific time periods required</td>
<td>Fall’21 and Spring’22, 9am-5pm, Monday-Friday</td>
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<tr>
<td>Work Schedule</td>
<td>Varies</td>
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</tbody>
</table>

## Responsibilities/Duties:
- Support and interact with Library faculty, staff, and student workers reaching out to the Library Service Desk.
- The Library Service Desk will provide basic troubleshooting, Service Now ticket logging, computer imaging & setup, customer issue tracking and escalation to Tier 2 and Tier 3 support.

**Other duties includes but in not limited to:**
- Researching and creating knowledge base articles and training videos for customer self-help.
- Assist in maintaining Library meeting room spaces, storage room spaces, and Kiosk computers.
- Decommissioning & coordinating surplus equipment.
- Library Event prep for spaces.
- Maintaining and resupplying staff printers.
- Assisting desktop support and AV support staff with daily work.

## Requirements:
- Ability to adhere to a set schedule, working a minimum of 10 hours per week
- Strong Work Ethic
- Strong communication Skills (written and verbal)
- Ability to work with appropriate independence
- Experience using Mac and Windows OS, mobile devices, and Microsoft Office Suite
- Desire to learn new technologies and skills

## Interviewer Name: Jack Scott

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

Form Submitted by: Date: