

# LIBRARY & IT

## Request for New Student Assistant

<b>Student Job Details</b>			
Team and/or Unit:	Student Technology Support		
Position Title:	Technician		
Classification Level: <b>4.5</b>	Hourly Rate: \$10.50	Available openings: 5	
Hours per week: <b>10+</b>			
Specific time periods required: <b>Summer and Fall shifts</b>			
<b>Work Schedule:</b> Varies			
<b>Responsibilities/Duties:</b> 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.			
<b>Requirements:</b> <b>Required Qualifications:</b> 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  <b>Preferred Qualifications:</b> 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:	<b>Chenoa Lawrence</b>		
Contact Number and/or Email:	<b>LIB-studentjobs@emory.edu</b>		
Form Submitted by: Chenoa Lawrence		Date: 4/22/21	