Emory University Libraries
Request for New Student Assistant

Student Job Details

<table>
<thead>
<tr>
<th>Team and/or Unit:</th>
<th>Student Digital Life/TechLab</th>
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<tbody>
<tr>
<td>Position Title:</td>
<td>TechLab TechLead</td>
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<tr>
<td>Classification Level:</td>
<td>5</td>
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<tr>
<td>Hourly Rate:</td>
<td>11.50</td>
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<tr>
<td>Available openings:</td>
<td>1</td>
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<tr>
<td>Hours per week:</td>
<td>10</td>
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<td>Specific time periods required:</td>
<td>Spring 2022</td>
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<tr>
<td>Work Schedule:</td>
<td>between noon and 8pm, M-F</td>
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Responsibilities/Duties:

Work Performed:
Located within the Computing Center at Cox Hall, the TechLab is a makerspace for the Emory Community to learn and explore new technologies and develop new skills. TechLeads work closely with the Tech Lab Coordinator to support all the tools within this space and to create the documentation and processes that will allow for the expansion of any promising new services.

Specific duties include:
- Act as reference points for other student employees. For a variety of topics, students may be hesitant to speak directly with their managers. TechLeads act as a liaison between the student employees and managers.
- Work on new training materials for the space. When the space receives new equipment or must update current procedures for existing equipment, TechLeads step in to quickly learn the new training and educate their fellow employees.
- Help organize annual Back-To-School training. A TechLead will lead a staff orientation and training workshop for at least one tool in the space.
- Organize twice monthly staff meetings. TechLeads coordinate meetings for student employees to ensure that the student employees are informed about changes and updates to the space.
- Due to the hours the space is open, the TechLab Coordinator does not necessarily hear about everything happening in the space. A TechLead may be asked for their opinions to help inform decisions about the operations of the space, how other TechLab staff are functioning in the space, and what areas may need some extra consideration.
- The TechLab TechLead will help coordinate workshops and projects among the TechLab staff to make sure timelines that the staff commit to are followed.

Additionally, this role will perform the same tasks as necessary as a TechLab Technology Specialist when working inside the space:
- Assist users with available technologies and resolving all Tier 1 issues
- Maintain a clean and inviting work environment
- Advise users on policies and procedures
- Monitor the equipment and taking appropriate actions to address alerts or notify full-time staff
- Collect usage data and feedback
- Provide referrals to users for services beyond the Tech Lab
- Open and close the space
**Qualifications:**

**Minimum** -
- Ability to work with university students, faculty, staff, and visitors, demonstrating professionalism and exceptional customer service skills
- Ability to design effective training and workshop materials
- Strong work ethic, dependability, punctuality, and advanced interpersonal skills
- Strong written communication skills
- Ability to work independently
- Ability to adhere to a set schedule, working a minimum of 10 hours per week
- Desire to learn new technologies and skills
- Ability to participate in orientations, training sessions, and workshops as scheduled.

**Preferred** – note these are **not** required. Just a “nice to have”.
- Previous Makerspace Experience
- Previous experience with 3D printing, scanning, or modeling
- Previous experience with small electronics
- Previous experience with sewing and textiles
- Previous experience with mold making
- Previous experience with CNC based milling and/or laser cutting

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<thead>
<tr>
<th>Interviewer Name:</th>
<th>Robin Horton</th>
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<tbody>
<tr>
<td>Contact Number and/or Email:</td>
<td><a href="mailto:LIB-studentjobs@emory.edu">LIB-studentjobs@emory.edu</a></td>
</tr>
<tr>
<td>Form Submitted by:</td>
<td>Robin Horton</td>
</tr>
<tr>
<td>Date:</td>
<td>12/14/2021</td>
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