

Student Job Details			
Team and/or Unit:	LTDS / Technology Support & Training		
Position Title:	LTDS Service Desk – Student		
Classification Level: L4	Hourly Rate: \$9.50	Available openings: 2-4	
Hours per week: <b>10-20 hours</b>			
Specific time periods required, if any: <b>Summer '22, 9am-5pm, Monday-Friday</b>			
Work Schedule: <b>Varies</b>			
<b><u>Responsibilities/Duties:</u></b>			
<ul style="list-style-type: none"> <li>– Support and interact with Library faculty, staff, and student workers reaching out to the Library Service Desk.</li> <li>– The Library Service Desk will provide basic troubleshooting, Service Now ticket logging, computer imaging &amp; setup, customer issue tracking and escalation to Tier 2 and Tier 3 support.</li> </ul>			
<b><u>Other duties includes but in not limited to:</u></b>			
<ul style="list-style-type: none"> <li>– Researching and creating knowledge base articles and training videos for customer self-help.</li> <li>– Assist in maintaining Library meeting room spaces, storage room spaces, and Kiosk computers</li> <li>– Decommissioning &amp; coordinating surplus equipment.</li> <li>– Library Event prep for spaces.</li> <li>– Maintaining and resupplying staff printers.</li> <li>– Assisting desktop support and AV support staff with daily work.</li> </ul>			
<b><u>Requirements:</u></b>			
<ul style="list-style-type: none"> <li>– Ability to adhere to a set schedule, working a minimum of 10 hours per week</li> <li>– Strong Work Ethic</li> <li>– Strong communication Skills (written and verbal)</li> <li>– Ability to work with appropriate independence</li> <li>– Experience using Mac and Windows OS, mobile devices, and Microsoft Office Suite</li> <li>– Desire to learn new technologies and skills</li> </ul>			
Interviewer Name:	<b>Jack Scott</b>		
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Form Submitted by: Jack Scott		Date: 5/10/2022	