

**Emory University Libraries**  
Student Assistant Job Description



Complete form, save and send as an attachment to EUL HR via email ([lib-studentjobs@emory.edu](mailto:lib-studentjobs@emory.edu)) use 'Student Assistant JD' in subject line.

<b>Student Job Description</b>	
<b>Job Title: Lead Student Technology Support Technician</b>	<b>Pay Scale Level:</b> <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input checked="" type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7
<b>Team/Unit: Student Technology Support</b>	<b>Supervisor Name: Chenoa Primas</b>
<b>Division: Student Digital Life</b>	<b>Supervisor Title: Student Technology Support Coordinator</b>
<p>Work Performed:</p> <p>The Lead Student Technology Support Technician position includes, but is not limited to,</p> <ul style="list-style-type: none"> <li>• Advanced troubleshooting skills for both Mac &amp; Windows operating systems, IoT, EmoryUnplugged and guest wireless connectivity, software installs, email setup/support, malicious software removal, and hardware diagnosis.</li> <li>• Responsible for hardware check-ins and advance repairs.</li> <li>• Serve as technical trainer and mentor for new hires.</li> <li>• Assist with training documentation and updating KB Articles for the Walk-up Service Desk.</li> <li>• Monitor Walk-up queue and ensure all technicians are adequately assigned tickets.</li> <li>• Demonstrate leadership, professionalism, dependability, punctuality, customer service and strong interpersonal skills.</li> </ul>	
<p>Qualifications:</p> <ul style="list-style-type: none"> <li>• Graduate Student (Masters or Phd Level)</li> <li>• At least a year previously working for STS or other technical roles at Emory University.</li> <li>• Able to work a minimum of 5 hours per week</li> <li>• Experience working in a technical support environment (personal or business)</li> <li>• Advance knowledge of Windows diagnostic tools and/or macOS troubleshooting tools</li> <li>• Advanced knowledge of computer networks and how they work</li> <li>• Advanced knowledge of malware and how to remove it</li> <li>• Strong work ethic and flexibility to adjust hours at short notice as needed.</li> </ul> <p>Preferred Qualifications:</p> <ul style="list-style-type: none"> <li>• Programming and/or web development experience a plus</li> </ul>	
<b>Submitted by:</b>	<b>Date:</b>
<input type="checkbox"/> This student job description has been reviewed and approved by the team and division/office leader.	
<input type="checkbox"/> <b>This student job description has been reviewed and approved by the EUL HR team.</b>	