

Loyola / Notre Dame Library

Student Work Study Position – Technology Support 12/2013

Positions (2)

- 1) Hours: M W F, Su 6pm-9pm 12.0 hrs. or TBA
- 2) Hours T, TH 6pm -10 pm, Sat 4pm-8pm 12.0 hrs or TBA

Report to: Digital Services Department

Daily Responsibilities:

Check ticketing system for new requests and respond to “easy”

Walk through library to identify frozen, turned off PCs, etc.

Check in on Events conducted in AV spaces

Check that AV systems are powered down at end of shift (projectors)

Contribute to video captioning project (when caught up)

As needed responsibilities:

Perform updates to lab and public PCs

Provide assistance to printing / scanning

Skills / Attributes

-Proficiency with PCS and Macs, including installing software

-Customer Service Orientation, including ability to act courteously and professionally with Faculty and Students

-Trust with passwords.