

# **IT Student Worker Position: Classroom and Event Support Assistant**

Provide support and assistance to students, faculty and staff in classrooms and events around campus. Major responsibilities involve delivering equipment to classrooms on time and assisting faculty and staff with equipment. This position requires excellent customer service and communication skills in person and on the phone. Experience with education technology is a plus.

## **Job Responsibilities:**

- Setup and take down equipment in a timely fashion.
- Assist users at point of contact by resolving basic functionality and equipment problems, seeking answers to more complex problems, and arranging for follow-up resolution if the problem cannot be resolved immediately.
- Provide excellent customer service while maintaining a positive and professional attitude.
- Troubleshoot and test equipment and classrooms.
- Assure that classroom and lab equipment is clean and organized.
- Be up to date on all the equipment Media Services carries, maintains, and checks out.
- Other duties as assigned.