

TSC Student Supervisor Job Description

Department: IR Customer Services / Information Technology Services

Classification: Work Study (federal, state, university)

TSC Student Supervisors will receive the following:

- Flexible hours with a minimum of 8 hours and a maximum of 20 hours/week
- Each student must be eligible for the work study program through the Financial Aid Office
- Will be paid an hourly rate
- An opportunity to contribute toward the goal of assisting students, staff, and faculty with the integration of technology in their teaching and learning activities
- An opportunity to work in the IR Division under the work study program
- An opportunity to work with emerging technologies and gain invaluable experience

TSC Student Supervisor responsibilities include:

- Manages and coordinates the Information Resources Technology Support Center in providing technical support to the University community when no full-time staff are on duty
 - Monitor TSC email account
 - Monitor voicemail
 - Supervises work study students in the setup and pickup of instructional technology equipment
 - Manage TSC Student Consultants in performing dispatch duties (deliver supplies, clear printer jams, etc.)
 - Complete detailed equipment reservation requests
- Logs unresolved problems into the problem tracking system
- Provide technical support and troubleshoot technology related problems via telephone, walk-up, in classrooms and at special events in the use of:
 - Software: Windows and Macintosh operating systems, Microsoft Office Applications, E-mail, Web browsers (Internet Explorer, Firefox, Chrome, Safari)
 - Hardware: PC and Macintosh basics, printer basics, scanner
 - Network: campus wireless network access, guest network access
 - Systems: MyScranton, LMS, FootPrints, Royal Drive
 - Audiovisual Equipment: video projectors, document cameras, TV/VCRs, camcorders, control systems.
- Deliver paper and toner cartridges, clear paper jams, etc. in various labs
- Assist faculty and staff in their offices upon request
- Deliver, set-up, and pick-up audiovisual equipment to/from classrooms in a timely, courteous manner while also assisting the requester with getting started
- Handling and directly working with computer connections, video projectors, video cameras, and audiovisual equipment

TSC Student Supervisor responsibilities include (continued):

- Assisting patrons with signing out over the counter equipment loans from our storage area
- Complete detailed equipment reservation requests
- Assist in training TSC Student Consultants
- Assist on special projects upon request
- Attend student meetings
- Assist with basic PC setups
- Malware remediation

Student Supervisor Qualifications:

- Eligibility for work study through the Financial Aid Office
- Knowledge of web browsers, Microsoft Office applications, and audio-visual equipment helpful, but not required
- Individuals will be required to transport medium to heavy equipment to various campus locations
- Strong customer service, communication, organization and supervisory skills are essential
- Knowledge of e-mail is necessary
- Maintain a positive attitude
- Ability to work independently as well as on a team
- Desire to assist the University in its mission to support students, faculty, and staff in integrating technology into their teaching and learning activities