

Graduate Assistant – Residence Life Computer Support (ResNet)

Department: Residence Life, Housing and Dining Services

Supervisor: Coordinator of Information Technology

Qualifications: Must be enrolled in a graduate program and maintain a 3.00 GPA, must also have a 3.00 GPA for undergraduate degree or at least the last 60 hours of program.

Hours: Twenty (20) hours/week; exceptions may be made during times of the year when additional hours, nights, and weekends may be required.

General Function: The graduate assistant (GA) is a part of the professional staff that implements the mission of the Department and the Division of Student Affairs. In addition to skills learned in the classroom, the graduate assistant will participate in out-of-classroom experiences that will enhance skills used in careers after graduation.

Departmental Responsibilities:

- Effectively communicates (written and verbal contact) with others within and outside the Department.
- Participates and assists in preparation of training activities.
- Provides support and assistance to Departmental initiatives, processes, emergencies, and events.
- Effectively collaborates with colleagues.
- Actively supports student learning, student success, and personal development.
- Supervises student staff members – includes recruitment, selection, and evaluation of students.
- Promotes a safe and well-maintained living environment where students are held accountable.
- Completes administrative tasks – includes creating agendas, compiling meeting minutes, writing reports, purchasing items, preparing and overseeing budgets, etc.
- Serves on Departmental committees.
- Responds to and enforces violations of Residence Life and University policies.
- Displays professionalism and models appropriate behavior – includes mentoring and coaching of others.
- Remains competent and current through professional development.
- Supports the overall operation of the Department and contributes to accomplishment of its mission and goals.
- Represents Residence Life and/or Student Affairs at various University events.
- Performs other duties as assigned by the supervisor.

Specific Area Responsibilities:

- Manages ResNet student employees and delegates tasks.
- Oversees office operations whenever necessary.
- Ensures that student concerns are adequately addressed and assists with technology troubleshooting and repair.
- Answers phone and email communications and forwards important information to the supervisor.
- Leads technology projects and collaborates with ResNet technology Consultants to add value to ResNet and ResNet operations.
- Organizes ResNet equipment and assists with inventory.
- Deploys and maintains technological resources for residence halls.