



NAME OF THE POSITION: Student Educational Technology Assistant

CLASSIFICATION: Federal Work Study

EMPLOYER: Charles R. Drew University

DEPARTMENT: Information Systems

LOCATION: COBB

WORK HOURS: Up to 20 HOURS A WEEK (MORNINGS (e.g. 7am), some weekends/evenings)

RATE OF PAY: \$20.00

SUPERVISOR: Richard Lindstrom

CONTACT INFO: richardlindstrom@cdrewu.edu / (323)563-5832

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Answer and redirect incoming calls/helpdesk tickets, greet walk-ins and direct them to appropriate department/staff.
- Provides basic technical support for faculty/students using classroom or AV technology.
- Assists in evaluation and maintenance of classroom technology systems.
- Provides backup AV support for campus events.
- Develops training and informational materials for educational technology resources.
- Supports distribution and return of computers and equipment to students.
- Other projects or duties as assigned.

EDUCATION:

- A high school diploma or general education degree (GED) is required; Associates or Bachelor degree desired.

MINIMUM EXPERIENCE/QUALIFICATIONS:

- Demonstrated ability to work effectively both independently and as part of a team.
- Ability to communicate effectively, both in writing and orally.
- Ability to manage multiple projects, work efficiently under pressure, and meet deadlines.
- Ability to maintain confidentiality.
- Ability to maintain working relationships with a diverse population of students, faculty, staff, and others.
- Ability to maintain excellent customer service.

COMPUTER SKILLS:

- Must possess strong computer skills and be proficient in MS Windows and/or MacOS.
- Experience with AV equipment (speakers, microphones, videocameras) preferred.

WORK ENVIRONMENT:

- Variable work environments including non-traditional service areas
- May work in cramped, crowded quarters

PHYSICAL DEMANDS:

- Sitting and standing for extensive periods of time
- Walking, stooping, reaching
- Lifting up to 25 pounds; carrying materials to various locations
- Finger and hand movement and feeling sufficient for computer and equipment operations
- Clear speaking, hearing conversationally, and seeing near and far

MENTAL DEMANDS:

- The ability to perform highly detailed work with sustained attention and care while providing/obtaining information on numerous tasks is paramount to success in this position.
- Able to work effectively and concurrently on unrelated tasks; use of sustained concentration and decision-making processes. Constant calculating, reasoning, judgment, resourcefulness, analytical ability, and ingenuity. Able to prioritize work for best outcomes.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. I understand that CDU at its sole discretion may change this description or any of its components at any time.

Supervisor: _____ Date: _____

Contact: _____

Employee: _____ Date: _____