

Information Technology Assistant Application for the 2022-2023 Academic Year

Due to current circumstances, our training week is **TBD**, we will update applicants with more information as soon as we know more. Following the week of training, you will need to be in your assigned resident halls to help students with their technology needs.

To apply for this position, you need to read the attached requirements and job description and fill out the application.

To be considered you must have all information returned to the Computer and Information Resources (CIR) Director, Jan Tedders, by **April 30, 2022**.

Email: Jtedders@wesleyancollege.edu

Minimum Requirements for the Information Technology Assistant

1. Have been enrolled as a full-time student for at least two semesters prior to August 2021. Full-time status (enrollment in at least 12 credit hours) must be maintained for the duration of employment.
2. Be thoroughly familiar with and be willing to perform all duties of the position as set forth in the job description.
3. Must have at least a 2.5 cumulative grade point average (GPA) at the time of hire, and during the period of employment.
4. **Be in good standing with the College with regard to disciplinary, academic, and financial matters.**
5. Maintain a schedule that permits the Information Technology Assistant (ITA) to be available to the residents on assigned floors. Although we encourage ITA involvement in campus clubs and organizations, an ITA should seek permission from the ITA Leader and CIR Director before committing to other employment, athletic and leadership positions, or any other extra-curricular activities that may interfere with quality time and visibility on the floors, or other expectations of

the job.

6. **You must attend a training session TBD.** Following the week of training, you will need to be in your assigned resident halls to help students with their technology needs. An ITA must be available at all times necessary to fulfill the requirement of the job description (i.e. training, opening and closing of residence halls, staff training, etc.) including times before and after official hall closing and opening.
7. Be willing to abide by and enforce all College and Computer and Information Resource policies and regulations.
8. Must also be able to work 2 hours per week, **AND** at least 1/2 of all work-study hours (if you are awarded work-study), at the Help Desk during daytime hours, 8:30-12:00 or 1:00-5:00.

Major Duties of an Information Technology Assistant

- Troubleshoot and repair all software, hardware, and networking problems for PCs in the residence hall.
- Keep an eye on the hall printer, enter a Help Desk ticket about the problem and notify the printer service repair company if the ITA Leader believes it to be a hardware problem.
- Order paper from Physical Plant when resources get low within her designated dormitory.
- Notify the ITA Leader when there are problems that she cannot fix and go with her to learn how to fix them.
- As an ITA group, develop and present **two** training sessions each semester (convocations or informational sessions)
- Participate in the convocation given by the ITAs.
- Attend weekly ITA meetings and training sessions.
- Turn in weekly reports to the ITA Leader.
- Report all training needs to the ITA Leader.
- Be available in designated dormitories from 5-11pm, with an open –door policy for any student needing help. (evening classes are understood)
- Be on call when designated as the primary ITA.
- Notify your supported residents and other ITAs (especially the ITA Leader) regarding all trips out of town. As an ITA you are expected to be available for the majority of weekends while class is in session. If you plan to take several trips while classes are in session this position will not be a good fit.
- Log all major issues into the online Help Desk.
- Uphold the Wesleyan College Use of Computer and Information Resources Policy and report to ITA Leader and CIR Director.

Compensation: a single room at the cost of a double room and \$185 per month pay for 9 months. The time worked during the training week will also be compensated.

Wesleyan College Information Technology Assistant Job Description

An Information Technology Assistant (ITA) is a student, who is available in a residence hall, appointed by Computer and Information Resources, to be of assistance to residential students in a specific living area. As a member of the Computer and Information Resources team, the responsibilities of an ITA are implemented under the supervision of the ITA Leader and CIR Director.

General Responsibilities With the support, assistance, and supervision of the ITA Leader and CIR Director, the ITA is assigned to a particular living area and has certain responsibilities. An ITAs responsibilities include technical computer support and computer training to both individuals and student groups; providing information about the computer services and resources of the College; working cooperatively with residents, Resident Assistants, faculty and staff; initiating training sessions that complement the academic program; educating residents about computer software available; and upholding and monitoring the Wesleyan Computer and Information Resources Policy. Although an ITA works no minimum or maximum number of hours, the average time each week required to fulfill the position responsibilities is estimated to be twenty (20) hours. An ITA may not accept any additional employment, take less than 12 credit hours a semester, participate in intercollegiate athletics, or serve in any leadership capacity in a club or organization without the advance notification/approval of the ITA Leader and CIR Director.

Educator Role As an educator, her attitude and approach to students, other staff, and to situations may be her most effective means of teaching. As an educator, an ITA is expected to:

I. Student Development

- 1) Show concern for the welfare and development of each student and demonstrate a strong commitment to the goals of the CIR department and Wesleyan College.
- 2) Become familiar with and build rapport with each student in her assigned living area. Attempt to recognize those students that need extra assistance with their computer.
- 3) Be available in the residence hall, especially in the evenings. Assist residents, answer questions, and maintain frequent contact with residents.
- 4) Provide information concerning, and encouraging participation in, computer lab training sessions available on campus.

II. Staff Development

- 1) Attend and actively participate in pre-service and in-service training sessions, ITA meetings, and individual one-on-one conferences with CIR for the purpose of growth and evaluation in order to acquire the skills necessary to do her job.
- 2) Know, articulate, and adhere to all college and residence hall policies and procedures.
- 3) Set a responsible behavior example for students, maintaining high personal standards, conduct, and academic work.
- 4) Assure continuity in keeping records and reports about major computer problems for your residence halls for the benefit of future staff.

Administrative Role An ITA is responsible for assisting in the day-to-day operation of student computing. As an administrator, an ITA is expected to:

Be available in the residence hall to assist students, this includes weekends. Posted class and extracurricular activity schedules outside your door. Respond to requests for assistance from students in a timely fashion, conduct rounds on your floor to make sure all requests have been addressed and provide a signup sheet for students needing extra help. Use the online Helpdesk system to log activities and check open tickets in assigned areas. Assist in keeping the printer supplied with paper and toner, making sure it is in good working order.

Accept additional responsibilities as deemed necessary by the ITA Leader and CIR Director.

WESLEYAN COLLEGE Application for Information Technology Assistant 2021-2022

Before completing this application, please read the attached job description. Please print or type.

Name: _____ Phone #: ____ Campus Box #: _____ Current
Hall/Room #: _____ Date of Birth: _____ Majors(s): _____ Minors(s):
_____ Fall 2021 GPA: _____
Cumulative GPA: _____ Expected date of Graduation: _____

Classification next year: [] Sophomore [] Junior [] Senior

Are you a transfer student [] Yes [] No

Number of credit hours you expect to be enrolled next semester: _____

Will you have any academic or personal obligations that will take you off campus next semester (i.e. internship, student teaching, sports, jobs)? [] yes [] no If yes, please explain:

I have read and understand all requirements and expectations of the ITA position as outlined in this application and agree to adhere to them accordingly.

I authorize the Office of Computer and Information Resources to conduct a routine inquiry (including verification of GPA and judicial standing) during the processing of my application in order to verify my qualification for selection.

Signature of Applicant _____ Date _____

For Office Use
Only: App. Date

Sem. GPA Cum.
GPA Judicial
Interview

Residence Hall Preference (please rank order): ___Wortham 1st ___Hightower ___Persons
___Wortham 2nd ___North Apartments ___South Apartments ___Wortham 3rd

Written Statement

In addition to your application, please submit a TYPED statement answering the following five questions:

1. Please list and describe your co-curricular activities and involvement. Co-curricular activities may include serving as a tutor, maintaining a work-study position, off-campus job, or internship; participating in a student organization, publication, or performing arts group; volunteering at a community agency or church; etc., please include any leadership positions held within these activities if applicable.
2. What are your IT strengths and weaknesses? In addition, what challenges do you think you might expect in this job if you were hired?

NO MORE than a **ONE PAGE, DOUBLE-SPACED** statement is needed. These questions must be answered in **ESSAY FORMAT**. Please attach your statement to the application form.
