

## Student Worker – Job Description

### Duties & Responsibilities:

- Staff the TLC Help Desk - which includes operating the cash register, selling print-outs, laminate, office supplies, and other supplies or services.
- Assist patrons with TLC equipment: copier, laminator, binding machine, paper cutter, etc.
- Provide technical assistance to students in the Technology Learning Center drop-in computer lab (usually concerning Microsoft Office, printing, audio/video editing, or Chalk and Wire)
- Support the College of Education's e-portfolio system (Chalk & Wire) by providing assistance to students' with resetting a password, adding a portfolio, submitting work to a professor, downloading portfolio for offline use, etc.
- Answer technical support calls placed to the Technology Learning Center Help Desk.
- Assist the technology specialists with computer lab and classroom maintenance when during winter and summer breaks as requested.
- Provide technical assistance to instructors in classrooms when needed.
- Perform related responsibilities as required or assigned.

### Qualifications:

- Good communication skills.
- Ability to get along with people.
- Good computer skills.
- Knowledge of MS Office suite (Word, PowerPoint, Excel) and Google Apps.
- Experience with Chalk and Wire preferred, but not required.
- Available to work during the day.
- Must be a full-time undergraduate student at UCA.