

Position Description

POSITION PROFILE

Position Title: Student Computer Lab Aide

EOU Department/College: College of Education and College of Business

EOU Supervisor Title: Janet Frye, Administrative Program Assistant Graduate Programs & Graduate Admission

Typical Job Duration: Academic year (Fall to Spring)

Job Level: Level 1, \$13.20

Type of Schedule/Typical Hours: Part-time; flexible hours primarily between 8 AM to 5 PM, Monday through Friday, based on class schedules and lab usage.

Typical Number of Hours Per Week: 10-15 hours

POSITION INFORMATION

Student Position Description Summary:

The College of Education & College of Business is recruiting for a Student Computer Lab Aide. This recruitment will be used to fill up to 5 part-time student employees who will be responsible for monitoring the Zabel Hall computer lab, fixing computer and / or printer issues, and answering student questions.

Job Duties/Responsibilities/Essential Functions:

- Monitoring the computer lab in Zabel Hall
- Fixing jams in the printer(s)
- Assisting students with questions or computer concerns
- Ensuring computer etiquette
- Adhering to university guidelines for computer use

HIRING CRITERIA

Minimum Qualifications:

- Attending EOU, enrolled in a minimum of six (6) academic credits
- Has work-study funds

Preferred Qualifications:

- Prior experience in a technical support role.
- Familiarity with the operating systems and software used in the computer lab.

Desired Knowledge, Skills & Abilities:

- Strong understanding of computer hardware and software troubleshooting.
- Excellent communication skills and the ability to assist non-technical users.
- Detail-oriented with good problem-solving skills.
- Ability to work independently and manage time effectively.

STUDENT LEARNING OUTCOMES

As a result of completing this internship, the student will:

Academic Learning Outcomes:

- Develop technical skills in computer operations and troubleshooting.

Industry Learning Outcomes:

- Gain practical experience in IT support, enhancing career prospects in technology and customer support roles.

Career-Readiness Learning Outcomes:

- Improve professional skills such as communication, teamwork, and problem-solving.

PROFESSIONAL DEVELOPMENT & TRAINING

Professional Development & Training

EOU student employees have an opportunity to engage in professional development and training as a part of the job. Supervisors support the attainment of professional development by either providing internal department-specific training and/or time reassigned from normally scheduled duties to participate in University-wide training opportunities including appropriate virtual community training opportunities.

Eastern Oregon University is an EEO Employer and welcomes application from women, members of historically underrepresented minority groups, US Veterans, and persons with disabilities. EOU is committed to providing equal opportunity in its recruitment, admissions, educational programs, activities and employment without illegal discrimination on the basis of age, color, disability, national origin, race, marital status, religion, sex, sexual orientation, gender identity, gender expression or any status as protected by state or federal law.

Specific training/professional development opportunities:

- *[job-specific training from your department]*
- *[University and virtual community training/events specific to the student position]*
- Multicultural-sponsored training, activities, and events
- Career exploration activities via Career Services
- EO Career Expo Career-Ready symposium First Wednesday in April
- Resume Review with Career Services and/or WorkSource Oregon

LEARNING ASSESSMENT & PERFORMANCE EVALUATION

Learning Assessment and Performance Evaluation

Once a term, student employees and supervisors meet to discuss the progress on completing the position's learning outcomes and the employee's job performance. Specifically:

- Adjustments to the learning outcomes and job duties as needed in order to meet the outcomes
- Upcoming training and professional development opportunities
- On-the-job performance feedback and the level of meeting job duty expectations
- Application of coursework to the workplace, job duties, and learning outcomes
- Application of possible connections to future career-related interests and coursework