

## Information Technology Services Graduate Assistant

### Southwest Minnesota State University

#### Purpose of Position:

This position will assist with the day-to-day operations at the TRC. In addition, the position will assist in updating ITS web pages. In this position if a need does arise other projects may be assigned by the CIO. He or she will participate in the planning for deployment of new services and tools, including training. This position will also assist in keeping the labs in an operational status and managing the student workers at the TRC.

Reports to: CIO

Supervises: Student Workers

#### Principle Responsibilities, Tasks

1. Assist with the day-to-day operations at the TRC
  - a. Monitor and handle incoming requests
  - b. Create and update documentation
  - c. Assist with the implementation of the policy and procedures.
  - d. Provide Library support as needed
2. Assist in the updating the ITS web pages
  - a. Periodically reviews information on the ITS website to ensure it is up-to-date
  - b. Updating website documentation
3. Participate in ITS planning processes related to deployment of new services and tools.
  - a. Training Clients (e.g., staff and students)
  - b. Training Support Staff
4. Assist Support Services Manager with management of student workers
  - a. Hiring and training new student workers
  - b. Schedule departmental trainings as needed.
  - c. Develop ongoing student worker employment plans.

#### Salary & Appointment:

Position appointed on an annual basis for August-May. Annual stipend of \$8,000 paid on a bi-weekly basis and a tuition waiver for SMSU graduate classes.

Apply to: Tyler Upton

#### Application information

Send letter of application, resume, and the names and contact information of one or two professional references.