Instructional Support and Resources Center
Graduate Assistant

Job Description

The ISRC Graduate Assistant will focus on desk operations, library & resources management, and lab support for the College of Education's Instructional Support & Resources Center.

General Description

ISRC Graduate Assistants are the backbone of the Instructional Support & Resources Center. They are the first to greet students and faculty and keep the center running smoothly. They have a variety of duties in many areas (see details below). This position is perfect for a flexible, personable, and talented individual.

Job Specifications / Qualifications:

- **Preferred Skills:**
  - Prior library / instructional technology experience
  - Google Apps (Drive, Calendar) experience
  - Mobile devices (apps, video, file management)
  - Basic video editing skills (trim, convert, minor edits)
- Moderate to high computer skills are required. Specifically, the ability to learn new software quickly with self-training.
- Ability to research and answer common technology related questions
- Effective communication (verbal and written), organization, and teamwork
- Ability to work with diverse populations
- Ability to work independently without supervision.
- Must be friendly & outgoing and have good customer service skills.
- Successful completion of background investigation prior to employment.

Remuneration

The ISRC Graduate Assistant position is for **two semesters (August to May)**. Salary for the position is $7750/year. Students wishing to continue into Fall/Spring may be rehired with a 12 month position. A partial tuition waiver and out of state fees are waived for Assistants who are accepted unconditionally in graduate school. As this position is classified as a graduate assistantship, standard employee benefits are not provided.

Duties and Responsibilities

The ISRC Graduate Assistant is administratively responsible and supervised by the ISRC Director. He/she works primarily at the ISRC Front Desk and reports to the Director on a daily basis. Duties and responsibilities include:
A. Support:
   a. provide excellent customer service for visitors
   b. level 1 (basic) technical support for students, faculty and staff
   c. provide assistance with video editing and other technology needs to COE students
   d. Set up projectors, mics, laptops for meetings on request
   e. video classes or events in the COE on request

B. Maintenance:
   a. restock paper, teaching supplies
   b. keep labs and library area maintained and tidy
   c. submit paper/toner requests, tech support tickets, work order tickets as needed
   d. reset tablets and electronic equipment - wipe user info and files
   e. install apps on tablets/carts on request

C. Library:
   a. check out books and technology resources
   b. restock books, equipment, and devices
   c. update mobile devices on schedule
   d. add new resources to library
   e. maintain library records via Alexandria software

D. Clerical:
   a. answer telephone calls
   b. reserve labs and resources for instructors
   c. daily inventory and task sheets

E. Other: other duties as required to maintain standard operations of the ISRC