Position Description: The graduate assistant will work closely with ResNet to deliver first-contact resolution for walk-up customers at the Smart Station location at Tech Corner in Centennial Place. The technician will also be responsible for forwarding and/or delegating other issues to the appropriate IT personnel.

Skills: Exceptional customer service and telephone skills; energetic and self-motivated; and ability to work with diverse populations; comfortable with computer software with proficiency with PC and Microsoft Office Applications software including word processing, spreadsheet and databases; ability to maintain confidentiality; effective communication (verbal and written); organization and human relations skills.

Hours: Monday through Friday between 8am – 5pm with some weekends as needed. Specifically between 10:00am and 2:00pm are needed.

Requirements: Must be enrolled or accepted in a graduate program at Georgia Southern University.