

**REACH Graduate Student Assistant  
Computer Resource Center  
2017-2018 Job Description**



**Position Title:** Graduate Student Assistant (GSA) for  
Computer Resource Centers (CRC)

**Title of Supervisor:** REACH Associate Director for Academic Support Programs

**PTE:** 10 months, part-time, 20 hours/week: August 1, 2017 through May 31, 2018

The Computer Resource Centers (CRC) are located on the first floor of Ekstrom Library Learning Commons and in the lower level of the M.I.T.C. building - the iTech Zone. The CRC offers drop-in assistance for most student technologies used on campus, including Microsoft Office Suite products, Blackboard, ULink, Cardmail, wireless network access, password assistance, and basic computer operations. Tutoring and test review sessions are provided for College of Business courses in Computer Information Sciences (C# programming, MS Excel, and MS Access) and/or for J.B. Speed School of Engineering courses in Computer Engineering and Computer Science (C, C++, and Java programming).

**Responsibilities and Tasks include, but not limited to:**

1. Serving as a main point-of-contact for issues concerning the CRC
2. Managing, or assisting in the management of, the Computer Resource Center operations at either of the two locations
3. Hiring, training, and evaluating tutoring staff
4. Resolving computer hardware/software problems
5. Scheduling the tutors' working hours
6. Addressing any personnel issues that arise and communicating with tutoring staff on a daily basis
7. Liaising with designated course faculty
8. Conducting test review sessions
9. Providing tutoring to students on an as-needed basis
10. Ensuring data is logged correctly into the usage tracking system
11. Participating in REACHout events, promoting REACH services, and presenting Student Success seminars
12. Editing and updating the REACH website

**Job Requirements/Qualifications:**

- Must be able to work well with supervisors, co-workers, students, and the university community (Faculty & Staff)
- Positive attitude and sincere desire to provide academic support to students
- Excellent oral and written communication skills, including attention to detail and accuracy
- Ability to relate to and effectively establish rapport with others involved with the CRC and other REACH programs

- Maintain a professional demeanor, including appropriate attire for a leadership position with significant student contact, as well as maturity to function as a staff member in a university office
- Proficiency with MS Office applications and other current technologies; Highly proficient with Excel and Access or expertise in desired programming languages, including C, C++, C#, and Java
- Ability to work independently and reliably, using sometimes-broad goals to develop specific action plans. Work collaboratively with other GSAs to develop and meet unified goals
- Must have the ability to manage multiple tasks and priorities simultaneously
- Full-time graduate student (9 hours minimum) for the entire academic year (fall and spring)
- 3.0 or higher cumulative GPA during undergraduate career
- Available to work from the beginning of August until the end of May

DK: 12/8/16