Position Title: Graduate Student Assistant (GSA) for the Computer Resource Center (CRC) and the Academic & Leadership Center

Title of Supervisor: REACH Associate Director for Academic Support Programs

PTE: 10 months, part-time, 20 hours/week: August 3, 2020 through May 31, 2021

The Computer Resource Center (CRC) operates in two locations. One is on the first floor of Ekstrom Library Learning Commons, and the other is the Academic & Leadership Center (ALC), located in JB Speed School of Engineering. The CRC offers drop-in assistance for most student technologies used on campus, including Microsoft Office Suite products, Blackboard, ULink, email, and basic computer operations. Workshops that are useful and of interest to students are presented several times each semester. The Ekstrom location offers tutoring and test review sessions for College of Business courses in Computer Information Sciences (C# programming, MS Excel, and MS Access), and the ALC offers tutoring and test review sessions for engineering courses, including Computer Engineering and Computer Science (C, C++, and Java programming), Chemical Engineering, Electrical and Computer Engineering, Industrial Engineering, and Mechanical Engineering.

Responsibilities and Tasks may include, but are 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 supervisor and tutoring staff on a daily basis
7. Liaising with designated course faculty
8. Conducting test review sessions
9. Presenting workshops that engage students
10. Providing tutoring to students on an as-needed basis
11. Ensuring data is logged correctly into the usage tracking system
12. Promoting REACH services
13. 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. Prefer a high proficiency with Excel and Access and/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