Resident Assistant of Technology

Position Description

Position Overview

California State University Long Beach, Department of Housing and Residential Life, provides a safe and secure on campus housing option for students. Resident Assistant of Technology is a live-in academic year position to assist residents and staff with technical assistance. Resident Assistant of Technology play a critical role in providing excellent customer service, assuring our guests technology needs are meet while ensuring the safety and security of our housing community.

Tasks and Responsibilities

The Resident Assistant of Technology is responsible for assisting residents with connecting to the CSULB network, addressing violations of campus network policy, cable television troubleshooting and other duties as assigned. Resident Assistants of Technology perform the following tasks:

A. Administrative
   i. Assist with audio/video within the department of Housing and Residential Life
   ii. Work designated office hours regarding general housing technology issues
   iii. Maintaining the technology within each College Service Center to provide technology support for all the College Service Centers
   iv. Oversee Electronic lock maintenance to help maintain electronic door locks in the Residential Colleges
   v. Manage help ticket database with up to date status and detailed notes
   vi. Create and edit content for Housing website and social media

B. Program/Community Development
   i. Host a social programs each semester
   ii. Plan and implement information technology workshops per semester
   iii. Identify any issues with the Wi-Fi in the building and follow-up with Ethernet networks within the Residential Colleges
   iv. Assist Residential Life staff with technology planning, setup and troubleshooting for programs

C. Resident Engagement
   i. Assist residents with connection issues for Beachnet+ and Beachnet Guest Wi-Fi networks
   ii. Advice residents on ways to troubleshoot technical hardware issues
   iii. Provide on and off campus resource information to residents for solutions to computer issues
   iv. Help residents register devices needing Wi-Fi access with the Campus Information
Technology Service Department

v. Receive and respond to daily technology requests from residents within each of the residential colleges

vi. Communicate via email when the technology request will be completed

D. Academic Development

i. Maintaining the Beachside College Computer lab

ii. Assess, improve the technological environment in the residence halls to ensure optimal services and technologies are available to enrich the on-campus living experience

iii. Expand upon learning opportunities beyond the classroom, and assist with, monitor and assess the ongoing delivery and improvement of technology throughout Housing and Residential Life

E. Policy Enforcement

i. Understand CSULB policies and residential college regulations

ii. Manage violations of network campus policy

iii. Address policy violations as they arise

iv. Report violations to appropriate supervisors

F. Duty

i. Serve in an on-call duty rotation amongst other RA-Techs

ii. Report situations to appropriate supervisors

iii. Respond to college wide network and cable television outages

iv. Update the Residential Life staff when major issues or outages arise

G. General duties

i. Be available for and responsive to any unforeseen situations that may occur

ii. Weekly Service Center and Office in-person work hours

iii. Participate in Summer and Winter staff training

iv. Attend weekly staff meetings and work cooperatively with other staff members within Housing and Residential Life

v. Attend monthly all-staff meetings

vi. Other duties as assigned
Application Process and Overview

Before applying for the Resident Assistant of Technology it important to read carefully and keep for your records the following information. All applicants for the Resident Assistant of Technology please review the following information:

Additional Requirements
Applicants must submit an online application for housing 2021-2022 academic year.
Must be able to lift 25lbs

Interviews
Individual interviews will take place starting March 26th. Applicants will be contacted by the Housing Office to schedule an interview.

Job Offers
RA of Technology appointments are announced in early May. Appointments are made the entire academic year and are subject to mid-year review. The University reserves the right to cancel appointments at any time for unsatisfactory service or budgetary constraints and retains. RAs of Technology may be reassigned to different locations depending on operational needs.

Compensation
Each RA of Technology will be compensated with a double occupancy room and a 210 Block meal plan. Hourly rate is $14.00 per hour.

Academic Requirements
Each RA of Technology must be enrolled in at least six (6) units. If at any time the employee falls below six (6) units or GPA fall below 2.7, employment will be terminated immediately.

We appreciate your interest and look forward to reviewing your application.