Summer Conference 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. During the summer we offer housing for students in addition to operating a conference program. Our conference guests reside with us for short and/or long term overnight accommodations. Summer Conference Assistant of Technology is a live-in summer position to assist Summer Conference guests and summer students with technical assistance. Summer Conference 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 Summer Conference 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. Summer Conference Assistant of Technology perform the following tasks:

A. Administrative
   i. Assist with audio/visual 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. Identify any issues with the Wi-Fi in the building and follow-up with Ethernet networks within the Residential Colleges
   ii. 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

Revised 02/09/2021
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

DII. 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

DII. Duty
   i. Serve in an on-call environment
   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

DIII. General duties
   i. Be available for and responsive to any unforeseen situations that may occur
   ii. Participate in Summer staff training
   iii. Attend staff meetings and work cooperatively with other staff members within Housing and Residential Life
   iv. Other duties as assigned

DIV. Service Center duties
   i. Assist with lockout, including proper documentation
   ii. Properly track check-out items and follow-up to ensure return (include temporary key issuance)
   iii. Receive and sort mail
   iv. Assist with wellness checks with another staff member present
   v. Assist with resident check in/out
   vi. Complete vacancy room checks
   vii. Assist with temporary room assignments
   viii. Assist with room changes and key updates
   ix. Assist with mail key organization
   x. Respond to fire alarms
Application Process and Overview

Before applying for the Summer Conference 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 application online.
Applicants must be able to lift 25 lb.
Must be available from May 24th –August 14th. Appointments may end early or be extended due to operational needs

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

Job Offers
SCA of Technology appointments are announced in early May. Appointments are made for summer 2021 only. The University reserves the right to cancel appointments at any time for unsatisfactory service or budgetary constraints and retains. SCA of Technology may be reassigned to different locations depending on operational needs.

Compensation
SCA of Technology working hours are 30-40 hours weekly.

First 20 hours are compensated with the room and board. Thereafter remain hours (up to 20 hours) will be compensated with the hourly rate.

Room and board: SCA of Technology employee will be compensated with a double occupancy room and a meal plan.
Hourly rate is $14.00.

Academic Requirements
Each SCA of Technology must have a GPA of 2.7 or higher.

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