



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 met 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. Advise 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

DI. 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. Office duties

- i. Setup and assist with office technological needs
- ii. Assist with general front office duties
- iii. Assist with projects assigned by superior

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 22th –August 6th. Appointments may end early or be extended due to operational needs

Interviews

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 2022 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 \$15.00.

Academic Requirements

Each SCA of Technology must have a GPA of 2.0 or higher.

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