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, television troubleshooting and other duties as assigned. Resident Assistants of Technology perform the following tasks:

A. **Administrative**
   i. Work designated office hours regarding general housing front desk and support Housing technology.
   ii. Assist with audio/visual within the department of Housing and Residential Life
   iii. Maintaining the technology within each Village Service Center to provide technology support for all the Village Service Centers
   iv. Oversee Electronic lock maintenance to help maintain electronic door locks in the Residential Villiage
   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. Move-in technology assistance social booth 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 Eduroam, 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 Housing Office in-person work hours
- iii. Resident technical assistance
- iv. Event technology assistance
- v. Participate in Summer and Winter staff training
- vi. Attend bi-weekly staff meetings
- vii. Maintain building technology and lounge equipment
- viii. Other duties as assigned

<center>**Application Process and Overview**</center>

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 2024-2025 academic year.
Must be able to lift 25lbs

Interviews

Applicants will be contacted by the Housing Office to schedule an interview. Not all applicants will be selected for an interview.

Job Offers
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 $16.00 an 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.