

Department of Information Technology Services
Lab Assistant Job Description
August 20, 2006

Lab Presence & Recording Hours

- Be present in the lab during your scheduled hours.
- You are responsible to properly record all time worked and turn it in by the time specified each month. You will be reminded of pay period dates at least one week in advance. All hours will be verified. Absolutely no informal arrangements allowed.
- If you need an occasional substitute, it is up to you to find and to schedule a replacement and to be sure that the logs have been properly filled out. Once you have agreed to be a substitute and have posted the acceptance in Blackboard, you are responsible to work the agreed-upon hours.
- You must be at the Lab Assistant's desk in the Lab that you are supporting.
- You must be punctual. If you cannot make your scheduled start time or end time because of a class schedule conflict, please reschedule your hours or seek a substitute.
- If, on occasion, you anticipate that you may be late, make arrangements with someone else to cover for you for a few minutes. NOTE: They are under no obligation to accommodate you. If there is an emergency, notify the Help Desk at extension x2566 and follow the emergency procedures as listed in the Lab Assistant course in Blackboard. You are responsible to cover your scheduled hours. Being late inconveniences several people, not to mention the entire room of students who are depending on you. Punctuality is an important part of being a Lab Assistant. You will be paid only for hours worked.

Training and Other Job Opportunities in Information Technology

Lab Assistants must possess a particular set of skills to effectively do his or her job. Training classes are offered to ensure that Lab Assistants have the appropriate information to answer patron questions. New Lab Assistants will receive a raise when they complete the General Training Track. Special Projects may also be offered during the semester depending on faculty needs, and any Lab Assistant working in that capacity will receive an additional \$2/hr for their services.

Lab Stewardship

- Sign-in guest patrons (people without Hillsdale accounts)
- Check your email account and Blackboard
- Replenish printer paper supply
- Clear paper jams in the printer
- Help with envelope feeds
- Ensure proper stewardship (see that the lab is well maintained)
- Keep workstations, chairs, in order
- Keep bookshelf in order
- Control patron noise level

Duties in Order of Priority

- Be punctual
- Assist our patrons
- Attend to other lab duties
- Enhance your own knowledge to better assist our patrons (study)
- After attending to the above responsibilities you may:
 - Check your email
 - Browse the Internet
 - Work on your homework
- You may not listen to CD's while on duty (no headphones)
- You may not use the department phone for personal phone calls.

Assistance with Patron Questions

- Email (OWA, forwarding, deleting, public)
- ResNet
- P-Drives (saving options)
- Disk Doctor
- Footprints
- Blackboard
- Scanning & OCR
- Acrobat
- Operating Systems
- Collaborative Writing
- Papers and Printing

