



**EASTERN MICHIGAN UNIVERSITY
STUDENT RECREATION
INTRAMURAL DEPARTMENT**

ESPORTS ASSISTANT (IT)

PAYRATE: \$9.65/hour

MISSION STATEMENT

We are EMU ESports, a Rec/IM organization operating under student affairs. Our goal is to continue supporting our competitive teams to achieve success on a national scale, as well as develop our social gaming communities around the university to create a shared environment for everyone to come and enjoy.

BASIC FUNCTION

The ESports IT Assistant will provide assistance to the Graduate Assistant of ESports in various ways.

REQUIREMENTS

Communication

- Interact positively with supervisors and coworkers
- Seek out answers to questions and communicate prior to any problems
- Take direction/criticism well and deliver direction/criticism effectively

Attitude

- Must work well with others
- Have a positive, personable demeanor and treat all people as individuals

Customer Service

- Acknowledge and confirm customer's need(s)
- Maintain professional appearance
- Represent EMU positively
- Seek out positive, intentional interactions with the patrons and coworkers
- SMILE

Performs Job Tasks

- Clearly understand job expectations
- Takes initiative
- Handle emergencies/crisis calmly and efficiently
- Be able to understand and perform all policies and procedures

DUTIES

- Meet Eastern Michigan University requirements for student employment on campus
- Learn, comprehend, and practice all policies and regulations of the REC/IM
- Remain informed of new issues and concerns by reading information in direct emails sent daily
- Act as a liaison between patrons and the department
- Attend all posted mandatory training and staff meetings
- Honor contracted schedule of hours by adhering to all attendance policies, as stated in the REC/IM Student Employee Handbook. It is the responsibility of the individual to find a substitute to cover a shift that he/she/they cannot work

- Responsible for information in the Student Employee Handbook
- Assist the building supervisor and/or professional staff with special projects and assignments as needed
- Report to work 5 minutes prior to shift changes, to receive special instructions
- Maintain computer and peripheral quality of esports spaces
- Assist with installation/setup of technology at esports events
- Think of new ways to optimize PCs to better serve esports players
- Troubleshoot technical issues
- Complete other duties as assigned

SUPERVISION RECEIVED

Supervision is received from the Graduate Assistant of ESports.

QUALIFICATIONS

- Flexibility in scheduling is required
- Knowledge of PC specs and maintenance is required
- Previous information technology or computer experience is desired
- Information Technology major/minor or related field is desired
- Experience in esports industry is desired
- Knowledge of Discord/Twitch systems is desired
- Outgoing/personable attitude is desired

HOW TO APPLY

Please send your resume and cover letter to the email address (cspenc35@emich.edu) with the subject line "IT Assistant- Your Name." In your email, please include why you want to work for EMU ESports.