



**EASTERN MICHIGAN UNIVERSITY  
STUDENT RECREATION  
INTRAMURAL DEPARTMENT**

**IT SUPPORT STAFF**

**PAYRATE:** \$9.65/hour

**BASIC FUNCTION**

The IT Support Staff will assist the professional staff and supervisors with any computer software changeovers, updates, or issues that may arise. The IT Support Staff is also tasked with working on the website, services portal, and other duties as assigned.

**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 demeanor and treat all people as individuals

**Customer Service**

- Maintain professional appearance
- Represent EMU positively
- Seek out positive, intentional interactions with the patrons and coworkers
- SMILE

**Performs Job Tasks**

- Clearly understand job expectations
- Be able to report to the shift on time and report any shift adjustments in a timely manner
- Handle emergencies/crisis calmly and efficiently
- Be able to understand and perform all policies and procedures
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**DUTIES**

- Meet Eastern Michigan University requirements for student employment on campus
- Learn, comprehend, and practice all policies and regulations of the REC/IM
- Learn how to operate the Fusion Software
- Remain informed of new issues and concerns by reading information in direct emails sent to your *my.emich* and WhenToWork accounts daily
- 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 Front Counter Training Manual, Membership Handbook, and 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
- Install and configure computer hardware, software, systems, networks, printers and scanners
- Monitor computer systems and networks
- Troubleshoot and resolve issues with software or hardware and network problems.
- Replace equipment as necessary
- Set up accounts for new users
- Walk colleagues through steps to help them resolve their technical problems
- Provide support, including procedural documentation and relevant reports from Fusion
- Test, evaluate, and make decisions about new technology for the Rec/IM
- Support Software Upgrades.
- Participate in meetings to provide insight into technical requirements
- Respond in a timely manner to service issues and requests
- Follow standard procedures for proper escalation of unresolved issues to the appropriate internal/external teams
- Log and track Cascading/Re-Imaging requests
- Analyze records and logs to spot potential issues
- Improve system performance by identifying problems and recommending changes
- Respond to breakdowns in software or hardware

### **SUPERVISION RECEIVED**

Supervision is received from the Assistant Director of Student Personnel.

### **QUALIFICATIONS**

- Previous IT experience is preferred
- Majoring/minoring in information technology or related field is required
- Familiarity with word processing/computer systems is required
- Excellent interpersonal skills is preferred