IAIA
INSTITUTE OF
AMERICAN INDIAN ARTS

Job Title:	**IT Student Worker**
Hours per week:	**20**
Number of positions:	**2**
Length of Employment:	January 18 – May 13, 2022 **(Academic progress must be met every semester to continue)**
Pay rate:	$10.50/hr
Supervisor:	**Anthony J Coca**
Contact:	acoca@iaia.edu, **505.424.2327**
Department Name & Code:	Information Technology/198
Location:	Lloyd Kiva New Welcome Center
Classification:	Federal/State or Institutional Work-Study
Employer Name/Address:	IAIA 83 Avan Nu Po Road, Santa Fe, NM 87508

Purpose/Role: Assist the IT Staff in support of IAIA technology. Will train.

Job Description/Responsibilities/Abilities:

- Utilize excellent written and verbal communication skills to provide quality customer support via
- phone, e-mail, walk-ins and office visits
- Knowledge of networking, email, hardware, software applications and operating systems.
- Must be able to research and provide accurate and creative solutions to customer problems
- Ability to provide creative ideas to improve the level of support provided by the IT Dept
- Acquire, maintain and increase knowledge of supported products, software and hardware Ability to work with and impart knowledge to novice to advanced customers.
- Ability to follow policies and instructions
- Ability to work with limited supervision
- Ability to stay focused, on task and always displays a high level of professionalism
- Ability to work pro-actively and cooperatively with IT Staff, Faculty, Staff, and Students

General Qualifications:

- Must be able to independently move/maneuver/carry items weighing up to 40 lbs. (e.g. desktop computer systems, monitors, printers, faxes, etc.)
- Must be able to bend, stand, crawl, reach and stoop in order to install IT equipment and/or peripherals
- Ability to read and interpret basic to complex data/information/guidelines/ procedures, etc related to PC & MAC technical support, with speed and accuracy
- Ability to effectively present verbally or in writing IT support information
- Ability to effectively utilize all applicable computer systems and/or applications
- Ability to work some evenings and weekends
- This job description does not list all the duties of the job
- The job description is not a contract for employment

Evaluation Procedure(s) and Schedule: Work-Study Performance Evaluation form provided in IAIA Work-Study Manual for Students (page 14).