Job Title: IT Student Worker  
Hours per week: 20  
Number of positions: 2  
Length of Employment: August 9th, 2022 thru May 10, 2023  
(Academic progress must be met every semester to continue)  
Pay rate: $11.50/hr  
Supervisor: Anthony J Coca  
Contact: acoca@iaia.edu, 505.424.2327  
Department Name & Code: Information Technology/198  
Location: IT Office & Campus-wide  
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  

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

**Background Check:** Students who reside off-campus are required to have a Background Check done. The fee for this process is paid for by the hiring department.

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