IAIA
INSTITUTE of AMERICAN INDIAN ARTS

Job Title:	**IT Student Worker**
Hours per week:	20
Number of positions:	2
Length of Employment:	January 17 - May 10, 2023
	(Academic progress <u>must</u> 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:	IAIA Campus
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
- General knowledge of computers
- 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).