

Position Title: Graduate Assistant

Department: Information Technology/Student Technology Enhancement Program (STEP)

Responsibilities: Graduate assistants align to liaise between the Office of STEP Support (OSS) and technical support, communicating high-priority technical complications, efficiently executing problem-solving procedures, and reducing troubleshooting periods.

Office Assistants

- Assist with STEP grant cycles by organizing and uploading to STEP website
- Managing and updating the website (step.louisiana.edu)
- Assisting the STEP manager with tasks such as: paperwork [PAF's, payroll, legal documents (Sexual harassment and Confidentiality agreement)]; interdepartmental charges
- Assist with the STEP Lab Graduate Assistants and Student Workers schedules and tasks
- Setting up and conducting interviews for future employee candidates
- Assist with triage management for all SMART classrooms and STEP technology on campus
- Assist with management/maintenance Digital Signage program
- Assist with database management and equipment life cycle management
- Perform duties during non-delegated semester operating hours, improving and auditing campus technology conditions

Departmental Assistants

- Assist departmental managers with STEP Sustainability assets located in that area
- Assist with triage management for all SMART classrooms and STEP technology related to departmental assignment
- Perform duties during non-delegated semester operating hours, improving and auditing campus technology conditions

Lab Assistants

- Customer interaction and triage management skills are developed through direct interactions with students utilizing open-use labs
- Assist students with problems that arise in the STEP Labs ranging from hardware issues, printing, and assistance with software related to their course work
- Ensure cleanliness of labs and reports issues to STEP manager
- Hardware/software maintenance and support
- Perform duties during non-delegated semester operating hours, improving and auditing campus technology conditions

Qualifications:

Applicants for the STEP Graduate Assistant positions must possess a minimum of a bachelor's degree and preferably a minimum of one year of responsible experience in customer service or a related field. It is also preferred that the applicant have excellent oral, written, and interpersonal skills, as well as exceptional organizational skills and attention to detail.

While employed with OSS, graduate assistants develop foundational emotional intelligence skills critical for navigating diverse professional environments. Graduate assistants execute communication exercises while dynamically implementing creative problem-solving skills. Before graduation, graduate assistants are taught to convey needs assertively and practice professionalism in the workspace when conducting business with co-workers, management, and customers.

STEP Plan 2021-2026

https://step.louisiana.edu/sites/step/files/STEP%202021-2026_0.pdf