

# STEP Lab Employee

Job #5676823

## Job Description

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*The University of Louisiana at Lafayette STEP student employee supervisors will work with student employees to frame schedules to align with academic schedules to ensure education is prioritized.*

### Role Description:

Student Technology Enhancement Program (STEP) lab workers serve the computing needs of campus users. Campus users are defined as faculty, staff, and students, utilizing campus technology systems. STEP employees can work in a study/work environment while also developing customer service expertise. STEP lab student workers observe technological shifts and advancements during their employment. STEP employees are trained to work in dynamic computing environments and support individuals as needed.

### Daily Lab Employee tasks (but not limited to):

- Sustain the STEP campus computing environments by completing shift tasks.
- Place printouts in designated zones located in each lab.
- Refill and monitor printer essentials.
- Serve the needs of campus users by providing support as needed.
- Relay lab conditions and available resources to users.
- Communicate and assist with technical issues promptly using the employee communication platform.

### General Expectations and Duties:

- Must be available to work at least 20 hours a week
- Must be available to work fall and spring semesters

### Preferences:

- Available to work nights and weekends
- Has previous experience working in customer service
- Basic computer operating knowledge

**Qualifications:**

- Must be a full-time University of Louisiana at Lafayette student

**Preferences**

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**Graduation Date**

Graduating May '22 - December '26

**School Years**

Freshman, Sophomore, Junior, Senior, Masters

**Majors**

No Major preference set

**GPA**

No GPA preference set

**Work Authorization**

US work authorization is not required