

Cornell University
Student Staff Position Description

Job Title:	Technical Support Specialist Student	Updated:	January 25, 2007
Classification:	Computer Assistant III (D010)	Job Level:	Grade III
Hours:	40 hours per week with occasional paid overtime; must work days, nights, and weekends	Wage:	\$8.10-\$11.85 per hour, on-campus housing, \$250 summer bucks
Dates:	May 22–August 12 (13 weeks)	FWS:	Available
Department:	Conference Services (RES)	Supervisor:	Conference Director
Location:	Robert Purcell Community Center		

Position Summary

Conference Services tracks over 16,000 guests in over 150 conferences during the summer in a custom relational database solution. Student technical support position provides maintenance and development of this critical system, along with computer technical assistance and training for a staff of 30.

Required Qualifications

- Current full-time Cornell student and registered for full-time study in fall 2006
- Experience with database management, proficiency with Microsoft Windows 2000 and 98
- Excellent customer service, interpersonal, and multicultural skills
- Demonstrated organizational skills and keen attention to detail
- Ability to multitask and balance conflicting priorities under pressure
- Ability to work in a fast-paced, demanding, dynamic environment
- Demonstrated initiative and ability to formulate, develop, and complete short and long term projects
- Ability to explain technical information and instruction in plain, user-friendly ways

Preferred Qualifications

- Experience developing database solutions
- Experience teaching others about computers
- Advanced experience with FileMaker, MS Excel, BRIO, or Crystal reports
- HTML/webpage development knowledge
- General programming experience

Responsibilities

Information Management 50%

- Oversee implementation and development of critical SQL server and databases.
- Assist with web page creation and development.
- Develop forms, layouts, and make enhancements based on planned and impromptu needs.
- Keep the database up around-the-clock; minimize down time of this critical system.

On-Demand Customer Service 25%

- Provide desktop support to staff members including troubleshooting various software (Microsoft Office, Bear Access, Eudora, Filemaker, Windows) and hardware (printers, cash register).
- Provide audiovisual support to clients and staff members.
- Setup and maintain computers for off-site check-ins including Reunion and Sports Camp.
- Submit workstation-related work orders to IT online help.campuslife.cornell.edu.
- Check workstations daily to ensure good working order.

Training 15%

- Train staff members within Campus Life to use the database.

Personal Development 7%

- Learn HTML, database management.
- Attend staff orientation and training.
- Attend weekly staff meetings.

Other 3%

- Perform other duties as assigned.

Job Factors

Supervision Received:	General supervision from Conference Services and database developer.
Supervision Given:	Supervise other students who perform technical support duties.
Decision-Making:	Frequently adapts established procedures to resolve unusual cases, recommends policy and procedural changes within the department.
Accountability:	Significant accountability through a scope of impact beyond the University.
Contacts:	Receive and provide information within the university. Frequently conduct complex business with students and people outside the University

Working Conditions: Typically lifts 20–50 lbs. Normal visual concentration. Limited exposure to hazards

Skills for Success — essential skills for individual and organizational success

Inclusiveness

- Shows respect for differences in backgrounds, lifestyles, viewpoints, and needs in reference to areas such as ethnicity, race, gender, creed, and sexual orientation
- Promotes cooperation and a welcoming environment for all
- Works to understand the perspectives brought by all individuals

Adaptability

- Is flexible, open and receptive to new ideas and approaches
- Adapts to changing priorities, situations and demands
- Handles multiple tasks and priorities

Self Development

- Enhances personal knowledge, skills, and abilities
- Anticipates and adapts to technological advances and other changes as needed
- Seeks and acts upon performance feedback

Communication

- Demonstrates the ability to express thoughts clearly, both orally and in writing
- Demonstrates effective listening skills
- Shares knowledge and information
- Asks questions

Teamwork

- Builds working relationships to solve problems and achieve common goals
- Demonstrates sensitivity to the needs of others
- Offers assistance, support, and feedback to others

Service-Minded

- Is approachable and accessible to others
- Reaches out to be helpful in a timely and responsive manner
- Strives to satisfy internal and external customers
- Is diplomatic, courteous, and welcoming

Stewardship

- Demonstrates accountability in all work responsibilities
- Exercises sound and ethical judgment
- Shows commitment to work and to consequences of own actions

Motivation

- Shows initiative, anticipates needs and takes actions
- Engages in problem-solving; demonstrates innovation and creativity
- Suggests ways to improve and be more efficient
- Strives to achieve individual, unit, and university goals