Library Data and Discovery Solutions

Objective:
The Desktop Support Graduate Assistant supports library educational technology development, enhancement and documentation in the University Libraries for programs that have direct application to teaching, learning, and research.

Duties/Responsibilities:
1. Support and troubleshoot desktop computer hardware and related peripherals used in University Libraries.

2. Install new and reassigned desktop computer hardware in University Libraries.

3. Install desktop computer applications as required in University Libraries.

4. Evaluate emerging desktop computer technology; recommend new hardware and software for use in University Libraries.

5. Secure and maintain a clean and neat appearance of computer cables and cords.

6. Report desktop computer hardware problems through appropriate channels.

7. Perform other duties as assigned.

Work Load:
The Graduate Assistant works twenty hours per week. The Graduate Assistant supervisor writes a schedule at the beginning of every semester. It is based on the Graduate Assistant's class schedule and on the scheduling needs of the unit. The schedule may include evening hours.

Selection:
Guidelines for the Award of Graduate Assistantships are generally applicable. The candidate selected for this position will have technical support and technical writing experience. Experience in a library setting is preferred but not required. The candidate must be dependable, possess good communication skills, and be able to work with a variety of people.

Supervision:
The Lead Microcomputer/Systems/Network Analyst supervises the Graduate Assistant. The Lead Microcomputer/Systems/Network Analyst writes the schedule and assigns work, and typically sees the Graduate Assistant informally throughout the week; formal meetings are held as needed.

Evaluation/Renewal Termination:
The Graduate Assistant is evaluated informally throughout the year. Opinions and comments are solicited from other University Libraries personnel who have worked with the Graduate Assistant. The supervisor discusses any problem areas with the Graduate Assistant, suggesting ways to improve performance.

Each April, the Graduate Assistant's contract is reviewed. The decision to renew or terminate the contract is based on work performance and whether the assistantship is still available. A recommendation is made by mid-April.

Circumstances that would lead to termination include: inability to adequately perform assigned work, unexcused or unreasonable absences or tardiness, or failure to follow unit rules and policies. Problems are discussed with the Graduate Assistant as they occur, and written documentation kept on file. The Graduate Assistant is given the opportunity to improve performance. Failure to improve performance will lead to termination.

Stipend/Fee Remission
Graduate assistants receive a tuition waiver and a yearly stipend, paid over 10 months. The amount of the stipend may change from year to year. For every semester covered by their contract, graduate assistants will pay the student services fee, all mandatory fees, and any applicable program and course fees. Summer assistantships may be available. The stipend for summer assistantships is 15% of base salary (stipend) per summer session.