



Computing & Technology Services

Student Employment Application

Date: _____

Full Name: _____

SUNY Potsdam ID# _____ Campus Email: _____

Local Address: _____

Local Phone: _____ Home Phone: _____

Year in College (e.g., freshman) _____

Expected Date of Graduation: _____

Major/Minor Field of Study: _____

Work-Study Award: Yes No

Availability to Work (e.g., hours/days): _____

Select Area(s) of Interest (job descriptions are outlined on reverse page):

- Administrative Information Systems Assistant (AIS)
- Host & Network Service Assistant (HNS)
- Network Infrastructure Assistant (NIM)
- TelCom Assistant

CTS User Services Group

- Computer Lab Assistant
- Instructional Technology Center Assistant (ITC)
- Stillman Helpdesk Technician
- Levitt Helpdesk Assistant

Previous Job Experience: _____

Work Skills: _____

Submit to CTS Helpdesk

Save Copy

Print Copy

STUDENT EMPLOYMENT OPPORTUNITIES WITHIN CTS

- **Administrative Information Systems Assistant** provides computer application programming support for Banner, BearPAWS and other administrative information systems on campus. Support is based on experience and aptitude and may include application setup, debugging computer programs and participation in the lifecycle of computer applications from design to implementation. Supervisor: Lori Blaha, 205 Stillman Hall. Summer employment is available as well.
- **Host & Network Service Assistant** aids in the support and development of Internet technologies, servers, and network electronics. Students are often dispatched to work in a variety of campus locations. Supervisors: Jeff Hardy, Kellas 219. Summer employment is available as well.
- **Network Infrastructure Assistant** provides assistance with the installation and support of campus wiring, which includes telephone and computer network cabling. Other responsibilities include assistance with satellite teleconferences, video conferences, audio/visual setups, and network problems. Often students are dispatched to work in a variety of campus locations. Supervisor: Garnet Barrigar, Kellas 119. Summer employment is available as well.
- **TelCom Assistant** provides support assistance in the management of all telephone and voice mail services for the campus community, under the direction of the TelCom staff. Although students are assigned to the TelCom Office located in Stillman Hall, they may be dispatched to other campus locations to provide assistance. Supervisor: Wendy Wetmore, Stillman 216. Summer employment is available as well.

CTS User Services Group – Students employed within this group report to their respective areas. However, cross-training for the other areas will take place so that support assistance for the entire group can be provided when necessary.

- **Computer Lab Maintenance Tech** provides assistance in hardware troubleshooting and support, as well as ongoing maintenance and development of systems used to maintain software. Troubleshooting skills are a must and light programming skills (shell/batch scripts, light knowledge of Perl) are a plus. Supervisor: Romeyn Prescott, Stillman 103. Summer employment is available as well.
- **Instructional Technology Center Assistant** provides assistance to faculty and staff in the areas of optical scanning, document scanning, conversion of VHS tapes to DVD format, use of the large format printer and assist with other technology related questions and work out of ITC in Stillman 105. Supervisor: Paula Willard, Stillman 105. Summer employment is available as well.
- **CTS Helpdesk Assistant** provides customer service and computer support to both callers and walk-in's. Although assigned to Stillman 103, assistants are often dispatched to other campus locations in order to install or troubleshoot computer problems. Supervisor: Steve Major & Don Burgoyne, Stillman 103. Summer employment is available as well.
- **Levitt Helpdesk Assistants** monitors the overall Levitt Center facility in Merritt Hall. Assistants provide students with computing support, ensure printer paper trays are filled and cartridges are replaced. Kellas Helpdesk cross-training is provided and assistants will be required to work at this location to learn how to answer evening helpdesk calls and reset student passwords. Supervisor: Paula Willard, Stillman 105. Summer employment is available as well.

Return applications to the Stillman Hall Helpdesk