

EKU IT Geek Job Description

In a nutshell

Bring your talent and desire to learn and propel your future career! The IT Geeks at ECU offers an exciting, challenging, and rewarding job to those who seek opportunities to grow and succeed. We believe that every team member is essential to success for ECU students, IT, and ECU.

We value each person's contribution to innovating and are always looking for tech-savvy and tech-interested students. Balancing a job and College courses are undoubtedly challenging, but the IT Geeks offer many benefits. The experience is what you make of it.



Why this role is important

Students who work as IT Geeks gain various hands-on experiences/opportunities to help prepare for life after graduation. This job is an excellent choice for students because we work around class schedules, offer decent pay, and look great on a resume—regardless of your major! We offer co-op positions too.

The IT Geek plays a critical role in the strategy and development of IT for ECU students. We drive the transformation of technology into accessible, cutting-edge experiences and resources.

Position Location

The center of campus on the first floor of the Crabbe Library!

Training Provided

Applicants **do not** need to have previous experience in a computer-related field; however, a strong focus on customer service and a desire to learn is crucial. Previous experience in a technical field is helpful.

Fall new hires must participate in a week-long training the week before the first week of classes. This also requires moving to campus early if you live on-campus.

Required and Recommended Hiring Documents

- Resume and class schedule for semester you will be hired (required).
- A cover letter and list of references are recommended.
- NOTE: If recommended for hire you will need to successfully pass a background check and provide I-9 documentation (social security card) and banking information.



Factors for Success

- Patient, adept multi-tasker who loves to make things and teach others how to make things in a makerspace environment.
- Detail oriented with a willingness to learn and a sense of humor.
- Professional demeanor and strong interpersonal skills.
- Enthusiasm and dedication for public service.
- Thrive on innovation and collaboration in a casual environment.

Time Commitment

The time commitment for this position is between 12-20 hours per week which means a second campus job is not feasible.

Once here, you will focus on...

- Assisting visitors with available resources (computer labs, printers, A/V equipment, makerspace equipment, gaming equipment, etc.) while maintain a clean, high-functioning space and equipment.
- Checking out equipment and spaces to ECU student with precision on paperwork and our ticketing system.
- Monitoring, maintaining, and addressing issues with residence hall computer labs across campus (PCs and printers), including paper and toner deliveries.
- Assisting with specialized graphic design and audio/visual editing tools (Adobe CC) and studio spaces (headshots, podcast space).
- Providing technical support for student-owned devices, including diagnostic, virus removal, and troubleshooting OS and wireless connectivity.
- Assisting users with maker tools (3D scanner, 3D printer, soldering iron, etc.), provide consultation, and design and present workshops.
- Ability to plan and implement quality programs for ECU students.
- Create and maintain learning guides and support documentation.
- Follow and enforce safety guidelines.
- Maintain consistent policies and workflows for service while adhering to all ECU, IT, and Geek standards, rules, and best practices.
- Other duties as assigned.



Relevant Experience, Skills, and Mindset

We are looking for someone who is excited by the intersection of education and technology. A critical and creative thinker who knows how to help people.

MUST-HAVES

- Exemplary customer service skill
- Excellent communication skills with the ability to effectively collaborate and communicate with a wide range of people
- Good interpersonal and teamwork skills
- Ability to solve problems and think analytically
- Professional and integrity
- High level of motivation
- Desire to learn new and challenging technical skills
- Attention to details
- Basic knowledge of Microsoft Office, Google tools, and web browsers
- Be in good academic standing
- Accurate typing at 25 wpm
- Ability to lift 20 pounds



BONUS POINTS IF YOU HAVE...

- Knowledge [and experience] in 3D modeling, 3D printing, VR/AR
- Knowledge [and experience] with Adobe CC
- Knowledge [and experience] with either the latest operating systems from Microsoft or Apple
- Knowledge [and experience] with either the latest mobile operating system from Apple or Android
- Knowledge [and experience] with camera and video equipment
- Understanding of basic networking concepts
- A desire for life-long learning
- Knowledge of ECU residence halls/building's locations

ECU is an EOE

