



**TECHNOLOGY**  
**LEARNING**  
**CENTER**

**@ BAILEY LIBRARY**

**TLC STUDENT HANDBOOK**

*Slippery Rock University's student employment opportunities provide students with valuable skillsets that employers are looking for in today's job market. As a result, we expect that all student workers will develop these specific skills and competencies, and also demonstrate the desired outcomes that will help them attain their career goals.*

*The job description and responsibilities found within are meant to describe the general nature of work being performed - it is not intended to be an exhaustive list of all responsibilities, duties, and skills required for the position.*



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# **TLC EMPLOYMENT INFORMATION & POLICIES**



# JOB DESCRIPTION

**Technology Learning Center student workers are expected to provide on-site assistance to students, faculty, staff, and patrons of the library.**

## What we want:

### (Hard Skills)

- Advanced knowledge of Windows and Macintosh operating systems.
- Knowledge of basic software such as Microsoft Office, as well as Adobe Creative Cloud, Citrix, MATLAB, IBM SPSS, Wolfram Mathematica, MiniTab 18, D2L, etc.
- Video and audio dubbing, encoding, editing, transfers, and media authorizing.
- Knowledge in computer hardware and networking, wireless network access, printers, laptops, scanners, copiers, video connections, etc.

### (Soft Skills)

- Good customer service skills.
- Ability to work independently, to troubleshoot problems in front of users, and to remain calm under pressure.
- Reliability, dependability, and flexibility.
- Patience, resourcefulness, attention to detail, excellent problem solving skills.
- Ability to take direction and accept constructive criticism.
- Self-motivated to continuously expand technology knowledge.
- Willingness to learn and desire to teach others.

## What you'll be doing:

- Providing front line customer service to campus-wide audiences.
- Classroom instructions and demonstrations to groups of 30+.
- Drop-in consulting support.
- Creating training guides and tutorials, both online and in print.
- Other duties as assigned by supervisor.

*(This list is not exhaustive!)*

# RESPONSIBILITIES

- Assist patrons of the Bailey Library with software such as Microsoft Office, Adobe Creative Cloud, iMovie, etc.
- Assist patrons with the T1 Collaborative Table, Book Scanners, KIC Scanner, Microfilm Machine, and Short Throw Projector.
- Ensure that the TLC Color printer is fully stocked with paper and toner
- Keep statistics of work orders and consultations.
- Provide demonstrations and in-depth instruction to individuals and groups on software and hardware that the TLC provides.
- Other duties as assigned by your supervisor.

# JOB OUTCOMES

What we expect:

## **Show respect for your co-workers and the job by:**

- Being on time and following procedures.
- Being professional in appearance, demeanor, and communication.
- Being positive when interacting with co-workers and patrons.
- Communicating effectively in speech and writing.
- Managing your time effectively, prioritizing TLC work while clocked in.
- Being flexible and willing to learn.
- Providing excellent customer service.
- Working independently while also being part of the team.

*These skills all translate to your life after graduation! No matter the next step in your career, your experience at the TLC is meant to ensure that you can function positively in any environment.*