

OTS Work Study Pre-Interview Packet

Greetings and Salutations!

Thank you for your interest in the OTS Lab Assistant Position. This packet will guide you toward some of the first steps to becoming an OTS Lab Assistant. Included in this packet are:

- Work Study Checklist – lists steps to becoming a Work Study Student
- General Information Sheet – a little information about the position for you to look over
- Schedule Request – to be filled-out and returned to the Lab Coordinator

Instructions for filling-out the Schedule Request

Detailed instructions are printed on the bottom of the schedule request.

The Schedule Request is the primary means that the Lab Coordinator will be able to determine your availability for the job. Return the completed Schedule Request to the Lab Coordinator in room 7204 as soon as possible, or email to:

shiftleaders@sanjuancollege.edu.

Tips:

1. The more hours you leave open, the better your chances of getting the job.
2. The Lab Coordinator's eyes look for groups of empty blocks, so if you are available, **please leave the blocks empty.**
3. It is relatively easy for the Lab Coordinator to obtain your SJC student email, so please enter an alternate email that OTS could use to contact you in case of an emergency.

Lab Coordinator:

Lonnie Rednour

rednourl@sanjuancollege.edu

(505) 566-3052

If you have not already done so, you must complete all steps to becoming a Work Study Student BEFORE you can become an OTS Lab Assistant.

Work Study Check List:

- FAFSA – fill out online or pick up a form at the FAO
(Financial Aid Office)
- Confirm successful FAFSA application at FAO
- Enquire at FAO about becoming a Work Study Student
 - Customer Service Training:
<https://www.sanjuancollege.edu/workstudy/>
 - Complete Work Study Training and print certificate
Note: certificate is emailed to your student account
 - Print and Complete Work Study Application
- Obtain I-9 & W-4 forms at FAO or online, fill-out and return to FAO
- Take all other completed documents to FAO to be reviewed and get Student Worker Approval to Interview and Work (colored) form.

Office of Technology Services Work Study Position Lab Assistant General Information

Required Qualifications

1. Successful completion of coursework in order to maintain a minimum cumulative GPA of 2.5 (OTS requirement).
2. Successful completion of SJC student employment procedures including Financial Aid requirements.
3. Successful completion of the OTS interview and testing process.
4. Attend Lab Services Orientation (when offered) and any other OTS training requirements.
5. Knowledge of campus computer labs and the software applications they contain.
6. Customer service skills are required, basic computer skills and experience assisting students, instructors and community members in the lab desirable.
7. Dependability, reliability and able to remain calm in stressful situations are a must.

Operating Hours

The operating hours for each lab may vary to meet the needs of the faculty and students. Individual lab hours are posted in each lab.

Standard Hours of Operation are:

Monday through Thursday8am to 10pm
Friday8am to 5pm
Saturday9am to 5pm
Sunday1pm to 5pm

Duties and Responsibilities

1. Arrive as scheduled in assigned computer lab(s) prepared to assist students, community members, instructors, and shift leaders.
2. Check SJC email twice daily for communications from supervisors; once when arriving on campus and once before leaving campus.

3. Learn basics of primary software used in the lab(s) you have been assigned to. (Training will be provided by Shift Leaders upon request).
4. Provide assistance in labs to both instructors and students on the use of hardware and software.
5. Assist with Laptop Cart deliveries and maintenance when scheduled or requested.
6. Clerical duties as requested by supervisors, i.e. typing, filing, copying, errands, etc.\
7. Maintain a clean and inviting lab environment conducive to learning for all SJC computer lab customers.
8. Monitor all hardware and software, insuring equipment is present and operational; report any issues to immediate supervisor and/or security.
9. Immediately inform supervisors of any concerns reported by students and instructors.
10. Attend all required lab assistant training sessions and meetings.
11. Other duties as assigned by supervisor.

Attitude

As an employee of San Juan College, you are expected to perform under certain standards and in an acceptable manner. Be attentive and responsive to customers' needs. Demonstrate a friendly and helpful attitude toward all lab users. Show a willingness to assist users, be flexible, patient, and courteous. You are expected to project a professional attitude at all times.

REMEMBER: The customer always comes first. The lab is not a place to visit with friends. Customers take priority over your homework, phone calls and internet surfing.

Note: It is the lab assistants' responsibility to insure that adequate study time is set aside for class assignments. OTS is aware that the primary goal of each lab assistant is to complete one or more degrees, but scheduled shift time is time that has been allotted by the lab assistant for working for OTS and should not be relied upon to complete class assignments.

Schedule Request

Name: _____ Phone numbers: Home: _____ Cell: _____ Email: _____	Student ID: _____ <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> Emergency Contact Information Contact Person: _____ Phone: _____ </div>
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How many hours would you like to work? (20 Maximum): _____

TIME	SUN	MON	TUE	WED	THUR	FRI	SAT
8:00-9:00							
9:00-10:00							
10:00-11:00							
11:00-12:00							
12:00-1:00							
1:00-2:00							
2:00-3:00							
3:00-4:00							
4:00-5:00							
5:00-6:00							
6:00-7:00							
7:00-8:00							
8:00-9:00							
9:00-10:00							
TOTALS							

After completing the personal information at the top, fill in the time block the following manner:

1. Put in your class schedule, hours they meet, and the room number (ex: COSC 125 9:00-10:15 in 7226). We will need this information to contact you in case of emergency (lab or personal).
2. Label any other times you cannot work (ie. Class, church, other job, family, etc...)
3. Leave any blocks where you are available to work empty, except if you are only available to work at East or West Campus. Please indicate these blocks with an 'E' or a 'W'.

OFFICE USE ONLY

Total Hours Scheduled Per Week: 0
