

Tech Crew Position Description

Reporting to the Graduate Coordinator of Housing Assignments, Tech crew members are student workers employed by Residential Learning and University Housing to help maintain cable, internet, or phone related items and assist in resolving related technical concerns within our residential buildings.

The following description addresses the general duties and responsibilities of the Tech Crew position. This document does not cover all job expectations or specific procedures for completing these responsibilities. All staff employees are expected to review and abide by additional policies and specific procedures described in other documents including but not limited to supervisor's expectations, University expectations for employees, University policies, and all local, state and federal laws. If there is a need for clarification, please contact your supervisor.

Job Description

- ☐ Address any outstanding work orders related to internet, phone, or cable issues.
- ☐ Conduct necessary walk throughs in all residential buildings, checking internet ports and cable jacks for potential problems.
- ☐ Move furniture to access wall ports, replacing it as it was found when complete. Troubleshoot technical problems that may be discovered
- ☐ Re-code Rowan Boulevard and Whitney Center bedroom door locks.
- ☐ During summer term, assist with Orientation sessions during the June & July summer months.
 - Hours may be adjusted from regular schedule hours for Orientation sessions
- ☐ Assist in central office to complete administrative work such as assisting with
- ☐ Early Move-Ins (EMIs), check ins and checkouts.

Note: Residence Halls are not air conditioned and conditions will be hot during summer months

Qualifications and Requirements:

- ☐ Must be able to perform all responsibilities and functions of the position for the contracted time period.
- ☐ Possess assertive leadership skills and be able to work in a team.
- ☐ Possess effective communication skills in order to successfully perform work orders and tasks within your team.
- ☐ Must be easily approachable, friendly, and able to establish rapport with residents



and other team members.

- ☐ Ability to use authority with discretion and exercise good judgment.
- ☐ Must be in good conduct/judicial standing and remain so throughout the term of employment.

Expected Time Commitment: The Tech Crew position requires an extensive time commitment. It is strongly recommended that Tech Crew members limit their extra-curricular activities and additional work obligations.

- ☐ Tech Crew members are expected to work up to 25 hours per week during the summer and 20 hours per week during the fall and spring semesters. Tech Crew staff typically are not contracted during the winter term.
- ☐ Work hours are as follows: Monday – Friday (9:00AM – 5:00PM), and each Tech Crew staff member will work one on one with their supervisor to determine their schedule
- ☐ Hours are subject to change during summer orientation sessions.
- ☐ Required to work check-in weekends. If you are a resident student, you will be permitted to move in to your campus housing at an earlier date.

Supervision: Tech Crew are supervised by the Graduate Coordinator of Housing Assignments. They also work closely with the Director of Housing Assignments and Housing Assignment Coordinator.

Evaluation/Length of Term: In an atmosphere of constructive feedback, the GC of Assignments will evaluate Tech Crew members at the conclusion of each semester for rehire.

Starting Salary: \$10.00/hr.

PLEASE NOTE: If you are applying for the position during summer term, and you are graduating in May or have summer classes during the above work hours, you cannot be hired for the position.

TO APPLY: Please visit Proflink at the link below and complete the online application and to upload your cover letter and resume. <https://rowan.collegiatelink.net/form/start/94738>