



# ResNet *at Saint Mary's College*

## 2020/2021 ResNet Computer Consultant Contract

The Duties Of A ResNet Computer Consultant (RCC) Include But Are Not Limited To:

- **Please note that due to the constant changing of procedures, processes, and expectations due to the COVID-19 pandemic, exact job duties may change throughout the academic year to accommodate the current situation and how we can best accommodate the Saint Mary's community.**
- When you are on duty, your job is the first priority – not homework. Homework (and other activities such as surfing the web) may be done when there are no other work-related tasks to be completed.
- A list of expectations for when you arrive for your shift are available at <http://www.saintmarys.edu/rccs/ROGuide.html> - RCCs are expected to adhere to the list for every shift.
- Update/create/correct ResNet Problem Report Form records for **all assisted students** during your shift:
  - whenever possible, have the student complete her own ResNet Problem Report Form, providing assistance as necessary
  - the name of the student requesting assistance, and details about the device(s) being used
  - the description of the problem as the student reports it (Request Detail)
  - what troubleshooting was done, any scans run, results of the efforts, and note any websites used as references (Notes)
  - ALL interactions (including attempts to contact) with the individual via e-mail, voicemail, and in person (Notes)
  - any corrections and updates to the records necessary, including contact information, computer specifications, and additional details about the problem
  - when any appointment(s) was/were scheduled for, or whether the computer was brought to the ResNet Office for assistance
  - additional details of the problems encountered, and
  - the solution to the problem.
  - NOTE: All information listed in the Request Detail is visible to the student requesting assistance.
- Providing quick and courteous responses to all support requests as they are made. RCCs should check the ResNet Problem Report Forms daily and review the issues that students are reporting. RCCs should be prepared to help any student that has been invited into the ResNet Office for assistance.
- ResNet Consultants should remember that the goal of working in the ResNet Office is to solve the problem as efficiently as possible. The focus should be on accurately and helpfully resolving the issue during a student's initial request for assistance, rather than asking the student to return another time. It is understood, however, that some issues will require additional research and multiple visits.
- Read your e-mail from the RCC listserv daily and respond when appropriate. Your participation is encouraged and expected. All messages from the Associate Director of Technology Support Services are expected to be read thoroughly and responded to as needed in a timely fashion.
- Arriving on time for all scheduled shifts, appointments, meetings, and training sessions. Reporting for your entire scheduled ResNet Office shift is expected. Excused absences require prior approval to miss all or part of a work-related event, usually due to an academic conflict. Tardiness or unexcused absences from shifts, appointments, meetings, office hours, or any other RCC responsibilities will be grounds for probation and/or dismissal. The Absences and Tardiness Policy is posted at <http://sites.saintmarys.edu/~rccs/absences.html>.
- If you are unable to attend a scheduled cluster shift, you must request a substitute via the RCCs listserv. Even if you find a substitute, you are still responsible for covering that shift, so make sure your substitute actually shows up!
- While not required, responding to and accepting sub shifts is conduct appreciated by the other RCCs and the Associate Director of Technology Support Services. You are paid for any sub shifts you work.
- Please complete your timecard accurately. Your completed timecards will be compared to the RCC TimeClock for accuracy, and changes will be made on the timecard by the Associate Director of Technology Support Services when necessary. Failure to complete your timecard(s) accurately will be grounds for dismissal.
- The computers and printer(s) in the ResNet Office and ResNet Clusters should always be in working order. Equipment maintenance includes restocking the printer with paper, solving simple equipment problems, troubleshooting software and hardware issues, and reporting broken equipment.
- The ResNet Office and Clusters should maintain a well-kept appearance. Trash and other non-computing items should be removed from the computer and support areas. The computers, monitors, keyboards, mice, printers, and other equipment should be cleaned on a regular basis (both physically and data-wise). If you make a mess, clean it up.
- ResNet Computer Consultants are expected to stay in the ResNet Office for their shift. Wandering around to the other Information Technology offices is not acceptable, since you need to be available for any phone calls and walk-ins that

contact the ResNet Office. If you're not there to address their needs, it reflects poorly on ResNet and all of Information Technology.

- Be aware that ResNet Computer Consultants are a very visible face of Information Technology to not only to students and their parents, but to faculty and staff. Please greet people with a smile and a welcoming, helpful presence. This also means that RCCs are expected to dress appropriately when they are working (HR Dress Code: <https://www.saintmarys.edu/portal/hr/employee/handbook#dresscode>). Unprofessional behavior, neglecting responsibilities in favor of homework, using headphones, and sleeping on duty are not permitted.
- Publicly display important information about technology support at Saint Mary's College. This includes, but is not restricted to, hanging posters in the residence halls and academic buildings as requested.
- Confirming as a part of the troubleshooting process whether a student-owned machine meets the minimum requirements for connecting to ResNet, and inform students of possible connection and performance issues if they do not meet ResNet's specifications. (<http://www.saintmarys.edu/resnet/specifications.html>)
- Performing basic support for supported mobile devices, including iPhones and iPads. Details for mobile device support is listed at <http://sites.saintmarys.edu/~resnet/resnetfaq/mobiledevicesupport.html>
- Saint Mary's College uses G Suite for Education for communication and collaboration. Details for supporting Google Mail, Calendar, Drive, Talk, Meet, and other features can be found at [www.saintmarys.edu/googleapps](http://www.saintmarys.edu/googleapps). Information Technology encourages everyone to use the web interface for Google Apps. Supported web browsers are current versions of Google Chrome, Mozilla Firefox, Apple Safari, and Microsoft Internet Explorer/Edge.
- Install and configure security/virus protection software on students' computers as requested, or whenever you discover a computer without security software installed. Make sure that the software is current, and the operating system has the latest security patches installed. Bitdefender is provided for free for students' personally-owned computers.
- Uninstalling any P2P file sharing software (used to download and distribute copyrighted material) found on a student's computer, and explain to the student the campus policy regarding such software and that reported copyright violators are directed to Student Affairs. Students who do not want the software removed should have it noted in their record, and no additional assistance for the computer can be provided by ResNet.
- Showing students how to change their passwords, use network drives and software, how to check their network quota, and make the student aware of the *Responsible Use of College Computers and the Internet @ Saint Mary's College* at <https://www.saintmarys.edu/it-policies>.
- Performing routine troubleshooting (including initial network setup, wireless network connectivity, network drive access, basic Internet security, removing viruses and malware, accessing Google Apps, and basic Microsoft Office software questions) and report additional problems to the Associate Director of Technology Support Services.
- Performing a variety of tasks as assigned by members of Information Technology staff, which may include equipment and software installations, software reimaging of computers, equipment repair, cleaning computer equipment, delivery of computer equipment, and preparation and distribution of documentation.
- Microsoft Campus Agreement sales must be handled with the utmost care. Failure to properly process/record sales could result in students being charged incorrectly and Saint Mary's College losing our Agreement.
- PrintLimit sales must be handled with the utmost care. Students must purchase print cards in person and present their Saint Mary's ID card and have her status verified via the online phonebook. Failure to properly process/record sales could result in students being charged incorrectly.
- **RCCs are expected to work while classes are in session, during study days, and through finals week.** (This is a campus-wide policy for all student workers employed at Saint Mary's College.) You are expected to work the same number of hours during Finals Week as a normal week. If you will not be available, you will have to make arrangements with another RCC to cover your responsibilities and notify the Associate Director of Technology Support Services of the arrangement.
- The time commitment for ResNet Computer Consultants varies slightly. RCCs are hired to work approximately 8 hours a week (unless alternate arrangements were made by special agreement with the Associate Director of Technology Support Services) and are not to work more than 20 hours in any week on campus (except training and orientation). Typical hours during the semester include at least seven hours a week staffing the ResNet Office and one hour a week "on call" for appointments in residence halls and ResNet Office backup support. These hours will vary – during the beginning of the academic year you will work more than 8 hours a week (and be paid for the additional hours during training, Orientation, and the first week of classes). Hours will also vary depending on the number of shifts you are scheduled to work in the ResNet Office, or if staffing issues arise unexpectedly.
- RCCs are responsible for a ResNet Office key and a USB flash drive. These items are distributed in August and are to be returned in May. Items that are not returned will have their replacement value charged to the RCC's student account.
- **The ResNet Computer Consultant position is for an entire academic year.** You are expected to keep your commitment to Information Technology until the end of finals week in the spring semester. Exceptions include studying abroad, graduating mid-year, termination from the position, and unavoidable circumstances. If you have to leave for any reason, you must notify the Associate Director of Technology Support Services as soon as possible.

**Your signature on this contract indicates your acceptance of all the above terms. Lack of adherence to any of these responsibilities will be grounds for dismissal.**

RCC Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Print name: \_\_\_\_\_