

## OFFICE OF RESIDENCE LIFE

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### Communication, Technology & Safety Systems Intern

The Communication, Technology and Safety Systems Intern is a 10 month internship that reports to the Director of Residence Life (or his/her designee). This intern is responsible for assisting in operation and administration of residence hall computer labs.

Graduate Interns have a significant staff leadership role within the Office of Residence Life and on campus. A successful Graduate Intern must have an interest in working one-on-one with students, participating in department and University functions, and be willing to assume leadership for activities within the department. Graduate Interns participate in department meetings, training, and professional development. Graduate Interns also assist with and participate in department initiatives, staff selection & training, and assessment. Primary responsibilities include:

#### Administration of Residence Hall Computer Labs

- Assist with the daily operations of the residence hall computer labs including supervision and scheduling of staff, equipment inventory & management, communications, reports, requests, and work orders.
- Develop and deliver training, performance evaluations, and process employment action for computer lab staff as appropriate.
- Manage inventory, communications, marketing, and security of computer labs.
- Assist with the development and utilization of the multimedia computer lab including collaborating with academic programs and student organizations' to access the resource.
- Assist with the development of a comprehensive plan for updating residential technology operations.
- Assist with the reporting and tracking of Comcast work order requests.

#### Management of Safety & Security Systems

- Assist with the daily operations of sign-in, camera, and alarm systems for all residential communities including assuring that they are working properly and staff are trained use and identify problems.
- Report and track work order progress for safety systems.
- Coordinate all opening, closing, and break ID access for students, staff, and others as directed.
- Develop and implement appropriate signage, communications, and training for safety and security systems.

#### Communications and Marketing Development

- Assist in the development of residential communications including brochures, manuals, and marketing materials.
- Coordinate the implementation of educational and marketing materials for channel 15 including serving as the primary advisor to departments and student organizations to utilize for advertisement purposes.
- Assist with the supervision of the graphic art designers responsible for the development of promotional materials.
- Assist with management and securing of residence life inventory items.
- Coordinate check out/in of programming aids for tracking event attendance (Troubadors).

#### Provide Academic and Personal Support for Students

- Provide appropriate referrals, support, encouragement, and access to necessary University resources.
- Serve as a positive academic and personal role model for students and staff including reasoned decision making and displaying a positive attitude about academic and personal matters.
- Serve as an advocate for the retention of students. This includes maintaining positive relations with academic faculty and personnel, being aware of appropriate academic policies & resources, encouraging students' positive academic behaviors, and providing appropriate referrals.
- Serve as an advocate for the needs of diverse students. This includes maintaining positive relations with staff and faculty who have responsibility for the needs of diverse groups of students, be aware of resources for diverse groups of students and refer appropriately, and encourage students' social justice behaviors.

#### Department Assessment Initiatives

- Work as a team with interns and fulltime staff to develop, implement, and interpret student satisfaction and learning assessment.
- Assume leadership for a specific assessment project and prepare a report for presentation.

#### Other Duties as Assigned

- At times, a supervisor, department administrator, and/or University staff may request assignments outside the purview of this position description.