



Student Job Description/Classification and Pay Grade Guide

The student job classification system has been established to improve salary equity by providing equal pay for equal work for all Federal Work Study and Student Temporary Wage employment on campus. The listing that follows serves as a reference for teams, departments and offices to use in selecting and assigning appropriate Job Titles to the Federal Work Study and Student Temporary Wage position(s) they wish to advertise.

GRADE LEVELS

Job titles and descriptions are specified for Work Study and Temporary Wage positions. Each Job Title may have up to as many as five grade levels. "**Level**" refers to level of skill, experience, or education required for the job, not class (i.e. freshman, sophomore, junior, senior) level.

The established grade levels are determined by the following job progressions:

Information Technology Student Employee Core Job Progression

- **Business Office Assistant**
- **Classroom and Audio Visual Technician**
- **Computer Lab Consultant**
- **Programmer, Writer, and Designer**
- **Service Desk Consultant**
- **Switchboard/Telephone Operator**
- **Technical Writer**
- **Technician**

Pay Grade	Level 1	Level 2	Level 3	Level 4	Level 5
Minimum	\$7.25	\$7.80	\$8.05	\$8.55	\$10.60
Maximum	\$8.95	\$11.05	\$13.04	\$13.85	\$17.20

	Level 1	Level 2	Level 3	Level 4	Level 5
Business Office Assistant		X	X	X	
Classroom and Audio Visual Technician	X	X	X	X	
Computer Lab Consultant	X	X	X	X	X
Programmer, Writer and Designer		X	X	X	X
Service Desk Consultant		X	X	X	X
Switchboard/Telephone Operator I	X				
Technical Writer			X		
Technician		X	X	X	

Business Office Assistant Level 2]

Business Office Assistant [Level 3]

Business Office Assistant [Level 4]

Classroom and Audio Visual Technician [Level 1]

Technicians are responsible for the support and maintenance of technology in classrooms across campus and within the Audio Visual area. Duties include nightly preventative maintenance checks on classroom equipment, troubleshooting technology in the classroom, setup and retrieval of A/V equipment across campus, answering phones, scheduling equipment, installing software, inventory tracking, and other duties as assigned.

Classroom and Audio Visual Technician [Level 2]

In addition to the responsibilities listed in Technician I, candidate will have experience with software used in the classrooms, computer hardware and software troubleshooting, and the ability to work with limited supervision.

Classroom and Audio Visual Technician [Level 3]

In addition to the duties list in Technician Description I and II, employee provides innovative ideas to improve classroom/Audio Visual support, supervises students at times, installs media equipment in the classroom, makes major and minor equipment repairs and works with little to no supervision

Classroom & Audio Visual Technician [Level 4]

The Student Manager assists the Classroom Coordinator with scheduling, payroll, staff training, management of A/V late or damaged items charges, and supervision of student staff. The Student Manager meets weekly with general management and handles other projects as assigned.

Computer Lab Consultant [Level 1]

Consultants supervise the open-access computer labs, assisting patrons with software and hardware questions that may arise. Consultants are responsible for opening and closing the lab, maintaining order within the facilities, keeping the facilities tidy, and troubleshooting basic hardware and software problems. Consultants are expected to familiarize themselves with the software packages and the policies and procedures of the open-access facilities.

Computer Lab Consultant [Level 2]

In addition to new consultant responsibilities listed above, employee will have increased understanding of hardware/software used in the Labs and has received high marks on past evaluations/training.

Computer Lab Consultant [Level 3]

In addition to consultant responsibilities, candidate must have an in depth knowledge of computer software and hardware issues, excellent troubleshooting skills, and has received high marks on previous evaluations/training.

Computer Lab Consultant [Level 4]

All of the above and ... Training staff on hardware/ software issues.

Computer Lab Consultant [Level 5]

Peer Managers serve in various capacities, assisting the general management in maintaining the working order of the facilities. Duties include managing payroll, organizing public relations efforts, maintaining the lab supplies, training the general staff, and repairing and updating the software and hardware packages in the labs. Peer Managers meet with the general management on a weekly basis and may be assigned additional projects.

Programmer, Writer and Designer [Level 3]

Must have good communication skill, and the ability to assist faculty and staff with technical software questions, as well as design-related questions. Needs to have a basic knowledge of Adobe InDesign, Photoshop, Illustrator, and Acrobat, as well as the ability to multi-task, complete projects in a timely manner, learn quickly, and work independently. Web design knowledge helpful, but not necessary.

Have a proficient knowledge of HTML, XHTML, CSS, and JavaScript. They should also have a good foundation on design programs such as Photoshop and Illustrator. They are responsible for developing and maintaining XHTML and CSS based websites. As their knowledge increases, they can obtain server-side programming experience which can elevate them to another level.

Programmer, Writer and Designer [Level 4]

Duties and skills include those of Graphic Designer/Lab Assistant in addition to increased responsibilities concerning assigned projects and web design. Needs to have a basic knowledge of Dreamweaver, Flash, and CSS design.

Should have same knowledge as Web Developers, plus server programming experience. Working with PHP, ColdFusion, Java and cutting edge technologies like RSS, XML, AJAX are an important part of this job. Responsibilities would include, web application programming, maintenance, and small amount of server administration.

Programmer, Writer and Designer [Level 5]

Should have same knowledge as Web Developers, plus server programming experience. Working with PHP, ColdFusion, Java and cutting edge technologies like RSS, XML, and AJAX are an important part of this job. Responsibilities would include, web application programming, maintenance, and small amount of server administration.

Service Desk Consultant [Level 2]

Utilize excellent written and verbal communication skills to provide quality customer support via phone, email, online chat and walk-ins in a timely and accurate manner. Knowledge of networking, email, hardware, software applications and operating systems. Must be able to research and provide accurate and creative solutions to customer problems. Be able to provide creative ideas to improve the level of support provided by the Help Desk. Acquire, maintain and increase knowledge of supported products, software and hardware. Ability to work with and impart knowledge to novice to advanced customers. Ability to follow policies and instructions. Ability to work with limited supervision. Ability to stay focused, on task and always displays a high level of professionalism. Ability to work pro-actively and cooperatively with full-time and part-time employees within Information Technology.

Service Desk Consultant [Level 3]

All of the above and... In depth knowledge of hardware and software troubleshooting and repair of desktop, laptop and server computers. Knowledge of backup and recovery best practices and techniques as well as operational knowledge of backup and recovery software packages. Ability to multi-task while remaining efficient and detail oriented.

Service Desk Consultant [Level 4]

All of the above and... In depth knowledge of web design / development technologies and best practices. In depth knowledge of on site service, repair, support and maintenance techniques and best practices. In depth knowledge of networking and related maintenance, troubleshooting and repair techniques. Ability to interface and relate with customers and provide superior customer service. Ability to multi-task multiple projects while remaining focused and efficient. Proven ability to work efficiently with limited supervision. Proven ability to constantly learn and stay current on newly developing technologies, software and practices.

Service Desk Consultant [Level 5]

All of the above and... Proven advanced knowledge in areas of networking, web design / development, on-site customer service and support, computer diagnostics, repair, maintenance, data backup and data recovery. Proven superior customer service and communication skills. Proven ability to multi-task in a busy and dynamic environment. Proven track record of reliability and dependability at the Help Desk.

Switchboard/Telephone Operator [Level 1]

Utilize excellent verbal communication skills to provide quality customer support via the phone in a timely and accurate manner. Knowledge of campus building layout and general information concerning campus events. Must be able to research and provide accurate solutions to customer's questions. Ability to represent Utah State University with professionalism. Ability to follow policies and procedures. Ability to work with limited supervision. Ability to work pro-actively and cooperatively with full-time and part-time employees within Information Technology.

Technical Writer [Level 3]

Work with instructional designers to create training and tutorials for faculty, staff, and students. Experience with computer applications such as Dreamweaver, WebCT Vista, Photoshop, and InDesign helpful. Requires technical knack and ability to learn quickly. Good communication (writing and speaking) skills. Excellent knowledge of the English language to be able to proof and edit documents.

Technician [Level 2]

Technician will be trained in documentation, cable installation, and reading prints and schematics.

Technician [Level 3]

Advanced skills and experience of Technician I, requiring little to no supervision. Additional duties include cable termination, testing, labeling, and reports.

Technician [Level 4]

No supervision is required. Technician will train and supervise other students in various job skills, as well as earn certifications to further job skills. Additional responsibilities include testing and terminating of Outside Plant cable

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