

Information Systems and Technology (InfoSys) Student Assistant Guide

Welcome to the Information Systems and Technology (InfoSys) Division. Currently, this division is comprised of the following groups:

Server Applications Team

Team Member	Ron Nash
Team Member	Barry Dworak
Team Member	John Pastori
Team Member	Vacant

Systems and Networked Services (SANS)/Academic Computing Services

Supervisor:	Mark Figueora
Designee:	Dennis Shannon
Staff Member	Clifton Guo (LSA Supervisor)
Staff Member	Steve Voelker
Staff Member	Vacant

Information Support/InfoSys Service Desk/Operations

Supervisor:	Carol Phillips
Designee:	Sandy Neer (LSA Supervisor)
Operations:	Lisa Elkins

As a Library Student Assistant with the Information Systems and Technology (InfoSys) Division, you will be doing a variety of work. Since the work is varied, you will be expected to familiarize yourself with many different formats (hardware & software) and terms. It is important that you ask questions, if in doubt. See your supervisor or their designee (if they are unavailable) for questions. You will be expected to be alert and do your best on the job, not only for your own integrity but also to promote and maintain the reputation of the Information Systems and Technology (InfoSys) Division.

Time Cards:

You will be clocking in on the Service Desk PC via the Time Clock system. You will need your Red ID # for this. If you forget to login or out, please let your supervisor know as soon as possible, so that an adjustment can be made to the system.

1. Your time card will be printed by your supervisor at the end of the month. You are required to sign the time card before submission. If you forget to sign your time card, you don't get paid!

Paychecks:

Pay periods run from the first to the last day of each month. Your paychecks are issued around the 19th of each month for the previous month's work. (Your supervisor should have a copy of paydays for the year). For example, Library Student Assistants who started working in September, won't see a paycheck until October 19th.

Pay increases for Library Student Assistants are given once a year. After completing 1 year of service for the Library, (depending on the budget) you should receive an increase in pay.

Work Schedules:

You are scheduled for hours that meet the needs of the Information Systems and Technology (InfoSys) Division and your class schedule. You must keep this schedule until final exam week. You may arrange to switch hours as long as you obtain your supervisor's approval in advance.

Breaks and Lunch:

Breaks and lunch time will be at staggered times to allow for continuous coverage of InfoSys services. If your shift is 4 consecutive hours, you will be able to have a 15 minute break. If your shift is 8 consecutive hours, you will be able to have two 15 minute breaks and a half hour (unpaid) lunch.

Absences:

If you become ill or an emergency arises that prevents you from working your normally scheduled hours, report this absence to the InfoSys Service Desk at 594-6753, prior to your shift. The InfoSys Service Desk staff will pass the message to your supervisor.

Injury on the Job:

If you are injured while working, report the injury immediately to your supervisor, their designee, or any Information Systems and Technology (InfoSys) Division staff member (in that order, if your supervisor is unavailable). They will send you to Health Services or to a local hospital, if necessary, and will complete the supervisor's injury report. Each unit has a first-aid kit (with aspirin) to attend to minor injuries.

Sign-out Board:

If you leave your assigned area, please sign-out on the appropriate Sign-out Board for your area. Write your initials and the location, so supervisors can locate you quickly if necessary.

Procedures:

Written procedures will be available near your workstation covering the appropriate tasks for your group. Please read and refer to them as necessary.