

Carroll College

Resident Technical Assistants – RTA's

Campus Computing & Information Technology (CCIT) will conduct interviews for RTA positions this spring. It is not necessary that you be work study eligible to fill these positions. CCIT will provide training for the RTA's the week before schools starts in the fall.

In order to be considered for the position, you must:

- be a Carroll student in good standing with a CGPA of at least 2.25
- be of sophomore, junior or senior status (Fall 2006)
- live on campus
- have demonstrated technical abilities
- have great customer service skills
- provide 2 letters of recommendation
- attend RTA training the week before school begins
- be willing to work with students during the evening and be on call over most weekends during the semester

Benefits:

RTA's will receive a room grant and be paid \$200/month (10 months)

Job responsibilities include:

- attend RTA training the week before school starts in the fall
- maintain and organize the computer labs in residence hall
- staff freshman orientation booth at the start of school
- enter calls into the CCIT Help Line database
- turn in a weekly Help Line report to CCIT
- respond to calls within 24 hours
- check phone messages throughout the day
- attend a floor meeting on each floor once a semester
- coordinate with other RTA's to ensure weekends are covered
- Time requirements: approximately 10-15 hrs/week on average – beginning of the semester will be busier.

Contact Linda Benasky in CCIT
(ext. 4357, lbenasky@carroll.edu)
if you have any questions.

RTA Application

If you have a resume', you may include it but it is not required.

Please fill in the following information:

Name: _____

E-mail Address: _____

Campus Address: _____

Phone #: _____

Year in School this Spring: _____

1. Describe why you would like to fill this position:

2. Describe your technical background:

3. Describe your customer service or training experience:

4. What is your dorm preference? _____

5. Please include two letters of recommendation. It is best if at least one recommendation is from someone at Carroll College.

Applications are due by Tuesday, April 4th
in CCIT, room 113 O'Connell Hall