



# MVNU Student Employment Job Description

**JOB TITLE:** Signal Team Technician

**DEPARTMENT:** Information Technology Services, Library

**REPORTS TO:** Brian Payne, Assistant Director of Infrastructure Services

**POSITION DETAILS:** Working within a small team of students and directly with full-time Engineers, student technicians monitor campus wi-fi (primarily residential spaces) and provide assistance in-person or remote for connectivity troubleshooting.

**DUTIES:** (include but not limited to)

- Customer Service
  - Be available after normal school-hours to provide assistance for students in their residential space.
  - Troubleshoot connectivity issues or provide instruction, as needed.
- Monitoring
  - With specialized access to MVNU's Wi-Fi, monitor the wireless traffic for troubled connections, rogue devices, or potential outages.
  - Continually test, adjust, and when necessary, move existing wireless access points to provide the best coverage and signal to campus.
- Special projects
  - Assist in development and distribution of training materials in the form of self-help documentation, informational posters, and promotional slides to be used in digital signage.
  - Work with the ITS Engineers to develop and distribute a survey for the campus community about wireless concerns and address them promptly.
- Other duties as assigned.

**NORMAL WORKING HOURS and DAYS:** Signal team operates between 6pm-9pm, 7 days a week. We also meet weekly during chapel hour on Tuesdays/Thursdays (as needed). Typically, the expected commitment is between 12-15 hours per week. Semester work only. No Summer shifts available.