

SWAT Student Employee Program : Link Services Specialist

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Position Summary

The Link Services Specialist provides support for the Link in Perkins Library, focusing on facilities & event support and providing resources for faculty, staff, students and outside visitors to the Link. Students in this role provide varied services, including but not limited to assisting with classroom, seminar room and group study room reservations; providing tours for interested members of the community; developing web and print resources for Link customers; and supporting faculty & student needs in Link classrooms and open spaces. This is an ideal position for someone looking to gain events management, public relations, and/or teaching/training experience in one of Duke's highest-profile learning technology centers.

NOTE: This is not a technology support position (fixing computers at the service desk.) This position is more focused on project management, documentation, and supporting room usage in the Link. Students should have an interest in and comfort with technology to work in our space, but technical experience is not a requirement for this position.

Duties & Work Performed

- Provide first-tier support for Link-specific customer requests that come from customers via email, phone, and in person.
- Assist with responding to room reservations in the Link, including booking group study rooms following designated policies. Update case information in tracking systems and escalate issues to full-time staff as necessary.
- Provide hands-on support for faculty and students using technology in Link classrooms and open spaces, including assisting with and troubleshooting media setups and consulting with customers interested in what the Link can offer them.
- Attend bi-weekly student employee meetings and other trainings as assigned.
- Work on other projects and issues as required.

Experience & Skills

- Previous experience with the Link as a customer is desirable, though not required.
- Excellent written and verbal communication skills. Public speaking experience would be great. Should be comfortable addressing groups both formally and informally.
- Previous experience in a job where you've demonstrated reliability in situations with a high consequence of failure.

Incentives

- Starting wage is \$10 an hour, with opportunities for increases the longer you stay in the program. Work study is preferred, but not required.
- OIT offers multiple opportunities for paid training and skill development for student employees.

How to Apply

Applications are submitted online from a link at <http://www.oit.duke.edu/help/swat/join.php>. Students with more questions can contact Erin Nettifee (erin.nettifee@duke.edu)