JOB TITLE: *Student Asst - ITS Technical Writer*

DEPARTMENT: Information & Technology Services - ITS

CONTACT PERSON/EMAIL/PHONE #: Linda Macaulay, Instructional Technologist, 717-361-1554, macaulayl@etown.edu.

TO APPLY: **Submit a resume with three references (at least two from Elizabethtown College faculty) to:** macaulayl@etown.edu **Deadline for application: Friday, March 14**

STUDENT JOB DESCRIPTION: The objective of the ITS managed Knowledgebase is to provide a "one stop shop" for all text and video training and tutorial content that is web-based and easily accessible by all faculty, staff and students. The Student Assistant will assist with the creation, organization, management and maintenance of the Knowledgebase, and assist with converting existing content to the web-based Knowledgebase. This position will also require writing content for monthly newsletters, Facebook, Twitter and ITS Blog that would appeal to students, faculty and staff. *The position is available immediately and will continue in Fall 2014. Summer 2014 hours are a possibility as well.*

DUTIES:
- Organize existing tutorial and training materials into concise, searchable contexts within the Knowledgebase.
- Apply the ITS style guide to all materials posted in the Knowledgebase.
- Insert alt-tags for images within all documentation to improve accessibility for those using screen readers.
- Develop new materials based on identified needs.
- Update existing Knowledgebase content as needed.
- Occasionally, provide phone and walk-in technical support to students at the ITS Help Desk.

QUALIFICATIONS:
- Must be independent, organized, self-motivated.
- Must have strong written and oral communication skills.
- Ability to type accurately and quickly.
- Basic knowledge of HTML codes and experience with CSS styles is preferred, but not required.
- Experience with *SnagIt*, *Camtasia*, *Microsoft Office,* and *Adobe Creative Suite* preferred.
- Ability to prioritize multiple tasks in a fast-paced environment.
- Ability to work within strict deadlines.
- Good interpersonal skills and desire to be a team player.
- Creative problem-solving skills.
- Broad range of expertise in general operations of a computer.
- Experience with Facebook, Twitter and blogging.

PHYSICAL DEMANDS
- Regularly required to remain seated in a normal position for long/extended periods of time.
- Occasionally required to stand for long/extended periods of time.
- Regularly required to move about.
- Regularly required to climb stairs.
- Regularly required to maintain balance while walking, standing, crouching, or running.
- Occasionally required to reach up and out with hands & arms.
- Regularly required to talk and hear; verbally express information or instructions.
- Regularly required to use hands to grasp objects, type, pick up objects, move objects or hold objects.

HOURS and/or HOURS PER WEEK REQUIRED: Daytime hours, M-F. Approx. 20 hours per week.

PAY RATE: $8.25 / HR

SPECIAL SKILLS NEEDED (for example—drivers license/van training, CPR, etc.):

AA/EOE