

PARAPROFESSIONAL POSITION DESCRIPTION & EXPECTATIONS FOR RESIDENTIAL TECHNOLOGY ASSISTANTS (RTAS)

Washington State University - Department of Housing and Residence Life
Residential Technology Assistant
Appointment: Monday 8:00am, August 10, 2020 - Sunday, May 9, 2021

Mission Statement

The Department of Housing and Residence Life serves all students living in our on-campus communities. Our goal is to provide a safe and supportive environment that assists individuals in making connections with others while promoting scholarship, leadership, personal growth and intercultural awareness. We value the development and inherent worth of the whole person, emphasizing interpersonal communication, life skills, and responsible citizenship. We celebrate our common and diverse backgrounds and aspire to help every individual find success.

Residential Technology Assistants (RTAs) are integral members of the Department of Housing and Residence Life and have direct contact with students. Their primary responsibility is to assist Residence Hall patrons with technology issues ranging from configuring their devices for network access, using various educational technologies at WSU, selecting and utilizing mobile devices with the campus network, getting the most out of myWSU, CougPrints Mobile Printing, etc.

RTAs are expected to be accomplished at working and living within the WSU ResNet environment. A working knowledge of at least the current version Windows is required. A working knowledge of Apple MacOS, Android OS and iPadOS is desirable. The successful RTA should be friendly, outgoing and have a strong desire to help others.

RTAs are expected to contribute to a safe, welcoming, and supportive living environment based on WSU's non-discrimination clause which states: Washington State University (WSU) is an equal opportunity employer committed to providing equal opportunity in education, employment, membership and contracts without regard to race, ethnicity, color, creed, religion, national origin, gender, sexual orientation, gender identity/expression, age, marital status, the presence of any sensory, mental or physical disability, use of a trained guide dog or service animal by a person with a disability, and/or status as a veteran. WSU is committed to creating and maintaining environments in which students, faculty, staff and visitors can work, study and recreate free from all forms of prohibited discrimination and discriminatory harassment.

RTAs are employees of Housing and Residence Life and Administrative Services – Information Systems (ASIS) and are functional members of each hall staff, directly reporting to the Residential Education Director (RED) for the hall(s) they serve. All personnel issues are handled by Housing and Residence Life; all technical issues are handled by ASIS. Time commitments vary from week to week and from one part of the semester to another. Flexibility is necessary to offer services when needed, including nights and weekends.

A. ACADEMIC EXPECTATIONS

1. Maintain a minimum cumulative grade point average of 2.50 and a minimum semester GPA of 2.00.
 - If the cumulative GPA falls below a 2.00, the appointment will be terminated. A cumulative GPA between 2.00 and 2.49 will result in academic probation for one semester. A semester GPA below 2.00 will most likely result in termination, but it may result in probation. By the end of any semester of probation the cumulative GPA must be 2.50 or above, and the semester GPA 2.0 or above, or the appointment will be terminated.

- Staff GPAs will be calculated based on WSU credits.
 - Newly hired staff will not be permitted to begin the position if either the semester or cumulative GPA is below expectations.
 - Staff new to the position in a fall semester will be evaluated on the previous spring semester GPA. Classes taken the summer before beginning the position will not be considered for staff hired for Fall Training.
 - Only one semester of probation is to be permitted. Staff members, who do not meet GPA requirements for a second semester, even if it is not consecutive to a probation semester, will be released from the position.
2. RTAs must carry at least 10 credit hours per semester in order to maintain status as a full-time student. A first semester RTA may not carry more than 16 credit hours unless receiving prior permission from their supervisor, in consultation with the Director, Associate, or Assistant Director(s) of the Department of Housing and Residence Life. Global campus credit hours do count, but the RTA must live on-campus.

B. JOB OVERVIEW

1. Assist Residence Hall patrons with technology issues ranging from configuring their devices for network access, using various educational technologies at WSU, selecting and utilizing mobile devices with the campus network, getting the most out of myWSU, CougPrints Mobile Printing, etc.
2. Each RTA serves as a liaison between hall residents/staff and central Information Technology Services (ITS) to assist in reporting and resolving network issues within their area of responsibility. Additionally, RTAs will report incidents of network abuse by residents to the Residential Education Director (RED) for their hall, ASIS, the Center for Community Standards and ITS Security in understanding and resolving these incidents.
3. RTAs will need to return for training and openings on the following dates/times:
 - **Fall Training: 8am, Monday, August 10, 2020**
 - **Spring Training: 10am, Wednesday, January 6, 2021**
4. RTAs will meet every week for a one-on-one with their hall's RED, attend Wednesday hall staff meetings and/or training and attend the infrequent meetings with ASIS. RTAs will participate in residence life staff development and retreat activities when asked by their RED. RTAs must designate Wednesday nights from 7:00pm-10:00pm to be available for staff business meetings.
5. RTAs will work four (4) hours per week at one (1) or two (2) assigned residence hall desks.
6. During Hall Opening in fall and spring semesters each RTA will be required to be on duty during all officially designated "move-in hours" to assist residents as needed with gaining access to the WSU ResNet network. Breaks for meals are expected to be coordinated with their RED. Additional work time during this period may be necessary to serve all residents needing assistance in a timely fashion.
7. Each RTA will be required develop and implement one, RED approved, educational outreach in their hall each semester. Examples include but are not limited to:
 - A program, either passive or active
 - A bulletin board
 - A weekly online chat or discussion
8. RTAs are expected to be educational and assistive in nature and not expected to be the primary enforcers of policy. Observed policy violations will be reported to the RA/ Sponsor for that floor, but RTAs can be called on by their RED and other hall staff to assist in identifying and documenting conduct violations related to technology use (such as finding the rogue access point hardware in a room).

C. COMMUNITY RESPONSIBILITIES

1. RTAs can expect to work an average of 15 hours weekly. A reasonable schedule for this work will be determined through negotiation with the immediate supervisor and will include

regularly scheduled responsibilities (i.e., staff meetings, supervisory meetings, etc.) and availability time (i.e., responding to emergency situations, etc.).

2. Visibility and availability to residents are priorities.
3. RTAs will actively support the Department of Housing and Residence Life's Mission Statement and staff, facilitate the growth and development of all residents, respect all residents, support and model appreciation of diversity, and maintain a healthy floor/hall community environment.
4. Any additional employment opportunities must first be approved by the supervisor, in consultation with Central Staff. Any involvement opportunity taking the RTA out of the residence hall for more than 15 hours per week must also be approved by the supervisor.
5. Respect the confidential nature of student records and communications; maintain a high level of confidentiality with residents.
6. Abide by and enforce Washington Administrative Codes and departmental policies found in the online Housing and Dining Contract and the Safety, Policies and Procedures Manual.
7. Promptly report any community safety concerns such as facility issues, hate/bias incidents, acts of violence or harassment, medical emergencies, etc. Strictly follow reporting guidelines, including Title IX (EP15) incident reporting, as outlined in the department's crisis response and operations manual.

D. LEADERSHIP RESPONSIBILITIES

1. Demonstrate exemplary behavior and follow all departmental and university policies.
2. Role model integrity-based decision-making skills both on and off campus.
3. Identify resident concerns and work to remedy these situations.
4. Monitor the ResNet Service Desk and official WSU e-mail frequently for work requests.
5. Participate in the RTA Slack Channel.
6. Respond to incident reports from central Information Technology Services regarding resident equipment assigned in halls.
7. Report ongoing major network incidents appropriately.
8. RTAs must use their official WSU e-mail account for RTA business. This e-mail must be checked daily and all queries responded to within 24 hours.

E. MANAGEMENT RESPONSIBILITIES

1. Actively participate in the opening of the residence halls, which includes, but is not limited to, participating in the move-in events and attending all the hall opening floor meetings.
2. Ensure distribution, completion, and collection of all survey and assessment instruments used by the Department, Student Affairs, and the University.
3. Complete all reasonable tasks as assigned by the Department of Housing and Residence Life and/or by the immediate supervisor.

Compensation: Please note that the compensation package for the paraprofessional position may affect your financial aid. Each RTA will receive a credit to their housing account equivalent to the lowest cost room type in the Residence Hall they are assigned to cover; in most cases this will be the rate of a double occupancy room. In some circumstances, they may request a specific roommate, "buyout" the room, request an upgrade to a single, request an upgrade to a single/double, or request a specific room; these requests will be accommodated when possible. Each Residence Hall RTA will also receive a Level 1 RDA plan. Additionally, room and board will be provided during pre-semester training periods. In an overflow situation or with any other unusual housing circumstance, the Department of Housing and Residence Life reserves the right to assign a roommate. During Fall Training, pre-service meals (prior to the official opening date of the Dining Centers) will also be provided.

Consent: I grant Washington State University permission to photograph me, without compensation. I further give WSU the right to use, copy, reduce, exhibit, publish and/or distribute these images. I understand that uses may include, but are not limited to photographs, videotapes, internet sites, or other types of promotional or educational mediums in existence now or in the future. I additionally consent to use of my name in connection with any use of images of me. This permission is granted in perpetuity. Permission is also granted to the Department of Housing and Residence Life to check my grades, academic progress, university conduct and records, and perform a background check.

Termination: The Department of Housing and Residence Life reserves the right to terminate a RTA's position at will or for cause. When termination occurs, a conversation will take place between the RTA and the immediate supervisor in consultation with the Director, other relevant central staff of Residence Life and Administrative Services-Information Services and the termination will be final. I understand that the Department of Housing and Residence Life may cancel this appointment due to staff changes, reorganization, unsatisfactory performance, negative attitude, or exhibited indiscretion particularly with regard to alcohol and other drugs, keys, social media, poor role modeling in the public eye/social situations, amorous relationships, and behavior representing a conflict of interest. I also understand that I will need to relocate immediately following termination. I will not expect to relocate to the same hall or expect to socialize or visit in the hall in which I was employed in order to allow the new staff member to establish their role. If removed from the position for any reason, compensation for room will cease on the effective date of termination. After the point of termination, food charges and all other housing fees will be billed to the former staff member. All regular housing contract terms apply.