

To apply:

1. Read the job description carefully.
2. Fill out the form below and save to your desktop.
3. Send an email to studentapp@library.umass.edu **with the name of the position in the subject line and your application (and any supporting documents) attached. Mac users should not use Preview to complete the application, please use Adobe Reader.**

Digital Media Lab
MULTIMEDIA SERVICE DESK ASSISTANTS

Position Summary: The Digital Media Lab (3rd Floor of Du Bois Library) has an opening for Multimedia Service Desk Assistants. These are part-time positions with varying afternoon, evening, and/or weekend hours.

Primary Responsibilities:

- Support students in the use of multimedia software including: Adobe CC (Photoshop, Illustrator, After Effects, Premiere), iMovie, Final Cut Pro X, GarageBand, Audacity, Movie Maker, PowerPoint.
- Help troubleshoot multimedia software related issues/questions posed by students.
- Provide instruction for students on media conversion, scanning, digitizing, and printing.
- Check-out equipment and keys to production rooms.
- Update multimedia guides and online tutorials under the direction of the supervisor.
- Collect data on lab usage.
- Assist supervisor with events throughout the year such as workshops, speakers, project showcase/film festivals, or DML related promotions.
- Encourage student participation in DML forums and other social networking platforms. - Manage and supervise DML virtual reality space and equipment

Essential Qualifications:

- Strong customer service attitude, initiative.
- Familiarity with multimedia software such as: Adobe CC (Photoshop, Illustrator, After Effects, Premiere), iMovie, Final Cut Pro X, GarageBand, Audacity, PowerPoint.
- Ability to keep current with new multimedia software and equipment.
- Ability to work independently and to multitask.
- Must be able to lift 50 lbs.

Preferred Qualifications:

- Prior customer support experience.
- Specialized interest and skill in one or more multimedia disciplines such as; video editing, compositing, graphic design, presentation, audio production, animation, interactive media.
- Understanding of the multimedia production process.
- Portfolio of multimedia projects.

- Hands-on experience with a variety of video/audio production equipment (HD video cameras, mics, tripods, etc.)

Pay rate: Starting at \$11.25/hour, rate commensurate upon experience

Student Information Sheet

Personal and Contact Information

Last Name

First Name

Middle

Campus/Local Mailing Address

Home Mailing Address (if different)

Email Address

Student ID (UCard) #

Cell/local phone #

Home phone (if different)

Undergraduate Graduate Major: _____

[gct of Grad: _____

Do you have a work-study award? Yes No I don't know

Have you worked on campus before? Yes No

Will you have another job on campus this semester? Yes No If so, where? _____

Have you worked for the Library before? Yes No

If so, when? _____

Student employees may not exceed eight (8) hours per day of work, combining all job schedules, both when classes are in or out of session.

Supervisor Use Only

Fall Spring Summer Intersession 20____

Pay Rate: A B C D

Supervisor: _____

Department: _____

Hours per week (approximate): _____

New Hire

Returning Student

Library Office Use Only

EMPLID: _____

Rec # _____ Active date _____

SS # _____

PAF # _____

Split position? _____

Switch funding: _____

Availability

Please check days/times you would be available to work.

	SUN	MON	TUE	WED	THUR	FRI	SAT
8-9am							
9-10							
10-11							
11-12							
12-1pm							
1-2							
2-3							
3-4							
4-5							
5-6							
6-7							
7-8							
8-9							
9-10							
10-11							
11-12							
midnight-8am							

Work History

Please describe your recent work history (you may attach additional sheets if desired).

Company/Organization	Dates of Employment:
Supervisor Name	
May we contact for reference? <input type="checkbox"/> Yes <input type="checkbox"/> No	Phone Number:
Job description/duties:	

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Supervisor Name	
May we contact for reference? <input type="checkbox"/> Yes <input type="checkbox"/> No	Phone Number:
Job description/duties:	