

To apply:

1. Read the job description carefully.
2. Fill out the form below and save to your desktop.
3. Send an email to [quiros@umass.edu](mailto:quiros@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 ASSISTANT

Position Summary: The Digital Media Lab (Lower-Level Floor of Du Bois Library) has a potential opening for Multimedia Service Desk Assistant. This is a part-time position for spring semester into summer session. Federal Work-Study (FWS) applicants strongly considered.

Shifts are available for these hours:  
Monday-Friday: 9am-5pm

Primary Responsibilities:

- Manage the DML media help desk:
  - o Provide friendly customer service to every UMass patron.
  - o Circulate equipment and keys to production rooms.
  - o Collect data on lab usage.
  
- Provide support for recording booths:
  - o Help troubleshoot software and hardware related issues posed by patrons.
  - o Maintain rigorous cleaning before and after patron use.
  - o Maintain security of all recording rooms.
  
- 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.
- Provide instruction for students on media conversion, scanning, digitizing, and printing.
- Update multimedia guides and online tutorials under the direction of the supervisor.
- Assist supervisor with events throughout the year such as workshops, speakers, project showcase or DML related promotions.
- Encourage student participation in DML forums and other social networking platforms.

Essential Qualifications:

- Strong customer service experience. Positive attitude and initiative.
- Familiarity with multimedia software such as: Adobe CC (Photoshop, Illustrator, After Effects, Premiere), iMovie, Final Cut Pro X, GarageBand, Audacity, PowerPoint.
- Knowledge of camera equipment and editing software.
- 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 (video cameras, mics, tripods, etc.)

Pay rate: Starting at \$15.00/hour

1. Describe a time when you had to perform as part of a team. What role did you play? What was the outcome?

2. Describe an audio or video project you have completed.

3. Describe an experience you've had instructing someone in the use of video / audio technology. Describe methods that worked or didn't work.

## Student Information Sheet UMass Amherst Libraries

Date \_\_\_\_\_ Spire #: \_\_\_\_\_

Name (Last) \_\_\_\_\_ (First) \_\_\_\_\_ (M.I.) \_\_\_\_\_

Local Address \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

Class of 20 \_\_\_\_\_ Major \_\_\_\_\_

Do you have a work-study award?  YES  NO

Have you worked on campus before?  YES  NO

Have you worked for the Libraries before?  YES  NO

Will you have another job on campus during this semester?  YES  NO

If yes, in which department is your other job? \_\_\_\_\_

Check all that apply:

Undergraduate Student

Graduate Student

Resident Status:

U.S. Citizen

F1

J1

Resident Alien

**Availability (Please list the hours you are available):**

	Overnight (12 midnight-8 a.m.)	Morning (8 a.m.-12 noon)	Afternoon (12 noon-5 p.m.)	Evening (5 p.m.-12 midnight)
Sunday				
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				

**Employment Record:** List last job held. (Optional: Attach resume)

Company/Organization \_\_\_\_\_ Dates of Employment \_\_\_\_\_

Supervisor's Name \_\_\_\_\_ May we contact?  YES  NO

Job Duties:

**For Library Supervisor to fill out:**

Employment Period	Start Date	Library Department	Pay Grade	Pay Rate	Hours Per Week	Supervisor's Signature
<input type="checkbox"/> Academic Year <input type="checkbox"/> Summer			<input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D			

**For Library HR:**

Employee ID \_\_\_\_\_ Rec #: \_\_\_\_\_ W/S:  YES  NO