**Information Technology - Student Employee Agreement**

* If you cannot make your shift or will be late due to educational or personal reasons it is required that you give at least a 24-hour notice to your supervisor. It is also your responsibility to advertise the shift that you will be missing to your teammates. The shift will be provided on a first come first serve basis.
* If you cannot make your shift or will be late due to sickness or an emergency (legal, weather- or vehicle-related issues, family emergency, or potentially dangerous situation), you must call your supervisor at least one hour prior to your shift.
* It is your responsibility to accurately document your hours so that you can be paid properly. Notify your supervisor via phone, text, or email if you made a mistake or forgot to sign your timecard. Failure to notify your supervisor may result in a missed pay period.
* It is your responsibility to check SysAid regularly for new tickets assigned to helpdesk and resolve them. Your supervisor will prioritize them as needed. Please remember to update tickets that you’ve worked on (in the notes section).
* You may work on your computer and do homework while on duty only if your regular tasks are completed first. You must also speak with your supervisor to see if they (or the team) need any help before you tend to your personal work.
* You may not use headphones, Skype or any other type of video chat while on duty. There is zero tolerance on the viewing of inappropriate materials.
* You must keep personal conversations to a minimum. Please understand you are at work and should not allow your friends to deter you from your duties.
* It is your responsibility to check your email regularly for emails sent by your supervisor and team, as this is the primary form of communication. Emails will be sent to [ITSE@live.paulsmiths.edu](mailto:ITSE@live.paulsmiths.edu). which will send emails to your @paulsmiths.edu email address.
* If you do not show up for your shift or are late 3 times, without notice, then you will be dismissed from your position with the department. If you miss work 3 times, with notice (unrelated to academia), this will result in a meeting with your supervisor and the IT director to discuss the reasons behind your continued absence. If you receive 3 infractions, this will also result in a meeting with your IT supervisor and director, to discuss your possible removal from the position.
* You must adhere to all IT and Paul Smiths College policies.
* You must understand that patrons come first. If a student, faculty, staff member or public patron requires your assistance then stop what you are doing and help them to the best of your ability. If you cannot help them, or if it is beyond your experience, then please refer the customer to the PC Technicians.
* There is a zero tolerance policy on harassment. Please contact your supervisor if you encounter any problems to which you feel uncomfortable or threatened.
* There is a zero tolerance policy on drug/alcohol use.

*Signing below indicates that you have read and understand the rules, regulations and expectations that are required of you. It also shows you understand that failure to adhere to these rules may result in disciplinary action up to and including termination from the student employee program.*

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Print Name Sign Name

\_\_\_\_\_\_\_\_ Fall 2018 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date Semester Matthew Bailey – Student Employee Supervisor