STUDENT LEADERSHIP IN STUDENT AFFAIRS INFORMATION TECHNOLOGIES
Student Affairs-Information Technologies (SAIT)

- A shared service center that provides technology services and resources to student customers and staff across Student Affairs Division

- Many services provided by and for student staff
SAIT student teams have responsibilities comparable to full-time, professional staff.

Significant investment in program important to make it work.

SAIT student staff have unique opportunity for professional and leadership development.
Student Teams and Functional Areas

Over 100 student staff working in 35 positions

Marketing & Design
Technical Troubleshooting & Customer Support
Unix Systems Administration

Network Infrastructure & Programming
Information Security
Windows Systems Administration

Technical Training
Web Applications Programming
Desktop Administration & Engineering
Administratio
n & Operations Support
Key Services Performed by Students

- Internet connectivity in the residence halls
- Front-line technical support for residents and Student Affairs staff
- Computer and data security – policy and tech analysis
- Development and maintenance of custom software that manages network connections and online helpdesk
Key Services Performed by Students

- Management of servers, systems, and network infrastructure
- Administrative support of SAIT operation
- Computer and software training for full-time staff
- Technology outreach and education for residents, including workshops, publications, and web content
- Design and maintenance of Academic (computing) Centers in residence halls
Responsibilities of Student Leads

- Selection, hiring, and training of student staff
- Performance management
- Project design, management, and oversight
- Operational management of team/functional area
- Strategic direction
- Staff development
Values and Goals

- Part of campus mission of teaching & learning, and SA priorities of Access, Service, and Engagement
- Meaningful experience for our staff – not busy work, has an impact on University
- Students have high level of responsibility
- Unique opportunity to develop leadership and specialized skills – learn by doing
- Services by students for students
- Requires significant commitment to and investment in program
What It Takes to Make It Work

- Strong commitment from supervisors and managers
- Centralized recruitment, hiring, and training cycle
- Internal recruitment and development
- Documentation and planning for turnover
- Social, fun work environment
- Dedication of student staff
Annual SAIT Student Staff Recruitment, Hiring, and Training Cycle

- **October-November**: Internal recruitment & workshops
- **November-December**: Hiring & recruitment preparation
- **Late December-January**: Lead & senior staff recruitment
- **1st half of February**: Lead selection
- **Mid-February to Mid-March**: Senior staff selection
- **March-April**: RCC recruitment
- **April**: RCC selection
- **March-May**: Position-specific training

Key dates:
- **Late August**: Annual Fall picnic
- **3rd week of August**: RCC training
- **Early December**: Holiday event
- **Mid February**: New lead orientation
- **Early April**: Lead-to-lead retreat
- **1st week of April**: New staff orientation
- **Mid-July**: Leads team retreat
- **End of May**: Leads retreat
- **End of April**: Picnic & RCC orientation
2012-2013 Hiring Campaign

Competitive pay, Flexible hours. Leadership opportunities. Strong alumni network. Work-study available.

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Results and Successes

- Have established connections with employers
  - Google, Yelp
- Alumni maintain relationships
- Substantive impact of students helping to shape services
- Successful professional development
- Students able to get hired into positions above entry level
- Alumni return to career positions
Student Experience

Carina Boo

- Web Designer, 2012-13
- Residential Computing Consultant, 2011-12
Student Experience

Jonathan Gleit

- Lead Marketing Coordinator, 2011-12
- Residential Computing Consultant, 2010-11
Student Experience

Dhruva Chandrasekhar

- Lead Technical Trainer, 2012-13
- Technical Trainer, 2011-12
Student Experience

Bryan Cheng

- Lead Unix Programmer, 2011-13
- Unix Programmer, 2010-11
Questions?