



POSITION POSTING

Graduate Professional Assistant Mason360 Platform Support University Life Technology Services

UNIVERSITY LIFE:

EVERY STUDENT SUCCEEDS

Mission:

University Life cares for the whole student by promoting inclusive well-being and fostering lifelong learning – preparing ethical leaders for the world.

Values:

TOGETHER, we achieve our mission through an unwavering commitment to our **values**:

Inclusion and Equity

- We are committed to cultivating an environment of engagement, connection, and belonging that is respectful and fair for everyone.

Leadership for Positive Change

- We are committed to cultivating leaders who critically examine and understand the potential impact of their decisions and act ethically.

Well-Being

- We are committed to cultivating an environment of understanding and fulfillment of both individual and community well-being that promotes purpose, vitality, engagement, and resilience.

Collaborative Community

- We are committed to cultivating a supportive network of colleagues that shares ideas, learns and creates together, and develops authentic connections.

Strategic Transformation

- We are committed to dynamic action in creating meaningful solutions to anticipate and meet the needs of an ever-changing community.

Mission Statement

University Life Technology Services provides technology support, guidance and training to the division of University Life. We seek to build collaborative relationships with our customers and to deliver complete business solutions that streamline processes, eliminate redundancies, and foster growth. Technology Services offers a variety of technical services that support and advance both Divisional and University-wide goals.

Function:

This position supports the Mason360 Application Analyst with platform management. Mason360 is University Life's student engagement platform. Mason360 mobile and web apps help students to connect to communities, student organizations, events, and more!

Required Skills/Qualifications:

- Must be enrolled full-time in a computer science, information technology or other closely related graduate program at George Mason University (not provisional admission)
- Must be reliable, responsible, self-motivated, flexible, dedicated, and considerate
- Must possess strong written and verbal communication skills
- Must be detail-oriented and have the ability to focus on and prioritize tasks
- Must have an ability to relate to people from diverse backgrounds
- Must exhibit exceptional professionalism and a strong work ethic
- Must be available and accessible for the time commitment involved

Position Responsibilities:

- Responding to Mason360 support requests
- Providing on-call assistance during peak times for the platform throughout the semester (RSO re-registration, student elections, virtual fairs, orientation sessions, etc.)
- Managing and maintaining the Mason360 officer community and User Experience (UX) groups
- Assisting with training module creation and maintenance
- Creating and maintaining resources and support documents
- Attending the monthly Mason360 Operations Teams meeting
- Running reports and assisting with data imports
- Conducting platform audits
- Performing other platform management duties as assigned
- Participating in the University Life Graduate Staff Academy each month, as class schedule allows

Time Commitment:

The Graduate Professional Assistant position is designed for a 20 hour per week work commitment. Ideally, this position will work 4 hours per weekday, sometime between the hours of 8:30 and 5pm each day. Slight adjustments needed to accommodate your course schedule are possible.

Compensation:

- The Graduate Professional Assistant position will be paid a stipend of \$18,522.00, will be paid on the 1st and 16th of the month for the duration of employment contract period;
- Other terms for the position contract include:
 - Tuition grant up to the 6 graduate credits at the *equivalent* in-state rate, not to exceed \$4,800.00 per semester; master's degree students (with exception of MFA students) who are out-of-state do **not** receive in-state tuition rates;
 - Participate in the University Life Graduate Staff Academy each month, as class schedule allows;

- The GPA position is a 9-month contract, August 25, 2023 – May 24, 2024, with the possibility of renewal for a second academic year.
- All information, including rules and regulations, regarding all graduate assistantship can be located on the Provost Graduate Division website: <https://graduate.gmu.edu/financial-support/assistantships-lecturers-oncampusemployment>

To apply:

To apply for this position, please submit a letter of interest, resume, and three professional references to:

Janae Haaland, Associate Director of Technology Services

George Mason University

4400 University Drive, MSN 1C6

Fairfax, VA 22030

Email: jhaaland@gmu.edu

The deadline for applications is March 22, 2023.