



## POSITION POSTING

### Graduate Professional Assistant for Mason360 University Life Technology Services

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#### 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 Opportunities**

- 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 share ideas, learn, and create together, and develop 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 in one of George Mason University's Graduate Programs (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 can 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.

### **Preferred Qualifications**

- Must be able to think critically, problem-solve and make sound decisions
- Ability to work independently in a fast-paced hybrid (virtual and in-person) environment
- Must have a willingness to learn

### **Position Responsibilities:**

#### Platform Support & User Assistance

- Respond to student, faculty, and staff inquiries regarding Mason360 via email or help desk systems.
- Assist users with event creation, group management, and troubleshooting technical issues.
- Guide users through platform features, including event registration, check-in, and organization tools.

#### Group & User import Management

- Review and approve group requests, and F/S account requests to ensure they meet platform guidelines.
- Assist in curating and updating featured events and announcements on the Mason360 homepage.

- Support the management of digital event check-in processes, including QR codes and attendance tracking.

#### Data Entry & Quality Assurance

- Maintain accurate records of platform usage, and user support interactions.
- Audit events, guest, and Faculty/Staff users to ensure compliance with platform policies.
- Assist in analyzing engagement data and generating reports as needed.

#### Training & Documentation

- Assist in developing and updating training materials, FAQs, and user guides for students and staff.
- Support in conducting training sessions or one-on-one walkthroughs for inexperienced users.

#### Collaboration & Special Projects

- Work with the Mason360 support team on platform updates, enhancements, and testing new features.
- Contribute ideas and feedback to improve user experience and engagement.
- Support marketing efforts by drafting promotional content or helping with outreach initiatives.

#### Administrative Support

- Assist in scheduling and coordinating meetings related to Mason360 projects.
- Organize and maintain documentation related to Mason360 policies and procedures.
- **Participating in the University Life Graduate Staff Academy each month, as class schedule allows**

#### **Time Commitments:**

The Graduate Professional Assistant position is designed for a 20 hour per week work commitment. Ideally, **this position will work 4 hours per weekday, between 9am 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:
  - \$19,494, 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 grants 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, starting August 25, 2025 – May 24, 2026, with the possibility of renewal.**
- All information, including rules and regulations, regarding all graduate assistantships can be located on the Provost Graduate Division website: <https://graduate.gmu.edu/financial-support/assistantships-lecturers-ontcampusemployment>

**To apply:**

To apply for this position, please do so by:

Submitting a letter of interest, resume, and three professional references by **March 31<sup>st</sup>, 2025**, to:

Peace Aniemeke  
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George Mason University  
4400 University Drive,  
Fairfax, VA 22030.

Email: [paniemek@gmu.edu](mailto:paniemek@gmu.edu)