



HARTWICK
COLLEGE

EST. 1797

EMPLOYMENT AND CONFIDENTIALITY AGREEMENT FOR STUDENT TECHNOLOGY ASSISTANTS

As an STA (Student Technology Assistant) employed by Technology Services I understand that I am considered an employee of the College. I also understand that I am required to abide by the rules set forth in the Hartwick College Student Hand book .

TERM OF EMPLOYMENT

STA positions are term positions; that is, they are not continual employment. Generally, your position as an STA will end at the end of the academic year (the last day of the term) or summer work period. Your employment will end if you are terminated from your STA position for cause (not meeting performance expectations, job responsibilities, or violation of College policy); it may also end should you reach or exceed your student earning limits or should budget reductions be necessary during the period of your employment. Position funding is always subject to availability (budget) and division needs.

- As a condition of employment with Hartwick College IT, the department will run a check every term with the Campus Judicial Office and with the Campus Safety office of all STAs to verify their continued suitability for employment. By signing this agreement, you give your permission for this check.

PERFORMANCE EXPECTATIONS

- I understand that I am expected to report to work as scheduled. If I will be absent from work, or late, I will make every attempt to notify my supervisor.
- I understand that I have routine duties such as greeting customers, answering phones, and opening repair cases, and that I am expected to perform those duties without immediate supervision or direction, during my shift. If I am authorized to perform software or hardware repairs, I am expected to complete repairs in accordance with departmental procedures during my shift.
- I understand that all work performed must be documented in Helpstar and initialed with my initials. All paper messages must include the full name and contact information for the caller so that someone may follow up with them.
- I understand that I am expected to abide by all College policies and regulations. Because STAs are expected to be professional, act with integrity, and meet the Technology division's high expectations, violation of ANY College policy or regulation may be cause for my dismissal. I also understand that violation of the College's "User Responsibilities and "Appropriate Use" Policy" will be cause for my dismissal.
- I will sign in/out the temporary issue of any building and/or room keys and use them to access only those specific areas for which I have explicit permission. When needing to enter an occupied residential room, I will be accompanied by another student or staff member at all times. Before entering the room, I will knock loudly, wait for a response, and clearly announce myself and the purpose of my visit. I will respect the personal property in the room and will ensure that the room is securely locked as I leave.
- I understand that when handling funds on behalf of the College, I am responsible for all monetary transactions and will report any discrepancies to my supervisor. I will treat all transactions as confidential, and disclose departmental account numbers, long-distance PINs, WickIt account numbers and balances and information gleaned from reports only to those within my department who have a need to know. I will use the departmental long-distance PIN number for Hartwick business calls only as assigned by my supervisor.
- I understand that I am expected to perform my responsibilities as outlined in my position descriptions, and perform other duties as may be assigned by my supervisor.

CONFIDENTIALITY

As an employee, there will be times when I will have access to personal information or conversations about the clients who use the services of this department.

- I will respect and safeguard the privacy of members of the Hartwick community and the confidential nature of their information, and without the approval of my supervisor , I will not disclose this information, either verbally or in writing, to anyone else within the department or others outside the department.
- I will only access or seek to gain access to confidential information regarding any past or present employee, student, alumnus/ae, or donor of Hartwick College required in the course of fulfilling my job responsibilities. I understand that in this context, confidential information is considered to be all non-public information that can be personally associated with an individual.

- If I accidentally access information that others might consider inappropriate for me to access (i.e., about a co-worker, family member, senior administrator, trustee, etc), I will notify my supervisor of the date and time of the access so that if a question arises at a later time, it will be understood that the access was accidental. I will not disseminate any such information without proper authorization.
- I will not use another's computer sign-on, computer access code, or password, or provide anyone the use of an individual's sign-on code, a departmental sign on code, or password unless I have my supervisor's authorization. I acknowledge that if I disclose sign on codes or passwords to any other person, I will be fully accountable and responsible for any use or misuse by that individual to the same extent as if I had performed the act or omission.
- If I have any reason to believe that the confidentiality of my passwords or departmental passwords has been violated, I will notify my department head or supervisor immediately, and I will change my personal password promptly. If I believe I have been asked to access or release information that lies outside my defined job responsibilities, I will notify my supervisor and request guidance.
- Under certain circumstances, disclosure of confidential information may be punished as a criminal offense.
- I understand and agree that a violation of any portion of this confidentiality policy or any violations of the Hartwick College Student Handbook renders me subject to disciplinary or corrective actions that may result in sanctions including, but not limited to, expulsion, discharge, and/or revocation of employee or student privileges.

Employee signature

Date

Employee printed name

Revised June 8, 2012

Hartwick College acknowledges resources from Duke University and the offices of the General Counsel and Academic Technology Services at the Catholic University of America