

Civil IT

Policies and Procedures

Spring 2007

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Excerpt

Listening to Music at Work

Most of the IT staff listen to music while at work. Playing CD's is fine, as are iPods. Please use earphones or ear buds, as much of our work is concentration-intensive and everyone has different musical tastes (e.g. I don't think you'd like listening to the Backstreet Boys or Disco). Please do not load iTunes on your computer because we've found it causes a number of problems.

Chat Software/Computer Games

When you're at work, you should be working on our IT work. Chatting electronically with a buddy about non-work-related issues is not working. Playing computer games is also not working. Further, if other people, particularly professors, see you doing this during work hours, it looks very, very bad. It causes Civil IT's reputation to sink and can cause loss of funding. If you are bored and/or out of work, please contact your supervisor.

Hours

Civil IT's core hours are 8am to 4:30pm, Monday through Friday. Your supervisor's personal hours are 7:45 to 4:30, but she is often in before and after those hours. You can set hours to work around your class schedule. Keep in mind that working 2 or more hours in one day tends to work best for service calls. Past student technicians found shorter shifts are disruptive and made it harder to remember where they were on tasks.

Our busiest times tend to be:

- start and end of the semester
- just before midterms and finals
- Mondays, and the first day back after a holiday

Answering the Door When It's After Your Shift

Not all customers respect the closed sign. They feel if they knock loudly enough someone will answer, regardless of what the sign says. Customers learn what we teach them - if you open the door after hours, it teaches the customers it's ok to disrespect our hours. Closed-door time is essential to keeping up with administrative and programming tasks.

There are two exceptions who will knock on the door and someone will need to answer it:

- 1) The department administrator
- 2) The department chair

If it's after hours, you don't necessarily need to be the one answering it.

When in doubt, refer answering the door to Dixie.

Door Sign

Civil IT has a door sign for EH 2250. If you work out of 2250 as a tech, please turn the sign when you start and leave to let the customers know we're open for business. The Traffic Lab technician is exempt from this.

Beepers/Pagers

We don't use them. We never want to use them.

Dress Code

There is no official dress code for Civil IT. To present a professional image, please keep clothes clean and neat. Some of your work involves moving equipment, which can be dusty and dirty. Do not wear good dress clothes to work as they will get damaged. The job is also hard on sweaters (they get pulled) and jewelry, which can get scratched (rings) and caught in things (necklaces). Wear comfortable shoes that will tolerate standing and stooping.

Desks

Keep your desk neat and organized. While access is controlled to the room during the day, it isn't totally controlled in the evening. The janitorial staff have been known to play with computers in the evenings, and they have keys to this room. Make sure you log off the computer when you leave. During your shift, if you leave your desk make sure to lock the terminal by pressing Ctrl+Alt+Del the click Lock Workstation.

If you bring a laptop to work with you, make sure you put the laptop out of plain sight before you walk out of the office. The locked cabinets work best for this. If you are working on a customer's laptop and it is the end of the day, lock the laptop up in one of the cabinets with a service tag on it noting the owner's name.

Periodically the janitors shampoo the carpet in the room. Make sure not to leave any cardboard boxes on the floor, particularly ones with electronic equipment. The boxes and whatever is inside them can be ruined.

Payroll/Benefits

Students are paid every other week on Thursdays. Most people have their paycheck direct-deposited to their bank account. You can see your payroll receipt through the MyUW portal.

Students should enter their time into the payroll program Kronos each day at the end of the work shift. Kronos can be cranky and does not always like to work off-campus.

Student hourly employees are not eligible for sick leave, vacation, holiday pay, or benefits.

During the semester, you may need to complete an enrollment verification form, particularly if you plan to work over the summer break. Also, you may receive email telling you your CAE account is about to expire. This is tied to the enrollment verification form. If you get one of these emails, contact your supervisor so she can resolve it.

Overtime

If you think a service call is going to run past the end of your shift, please let your supervisor know.