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Chapter 1: Introduction

Welcome to Student Affairs-IT

Congratulations on becoming an RCC and joining [Residential Computing](#) (ResComp) & [Student Affairs-IT](#) (SA-IT)! This handbook is intended to help you adjust to your position, with its many complex facets, as well as to help you learn more about this organization.

While as an RCC, you will receive a week's worth of training in the fall, it is never enough time to cover everything that this job involves—even if you manage to remember everything we try to teach you. Do not use this as a replacement for asking for help, but rather as a reference to help answer your questions when there is no one available to assist you.

If you are really motivated, read this in your spare time. Become an expert on ResComp—you will find that the more you put into this job, the more rewards you get in return. There are a lot of opportunities ahead of you, not just a promotion in the form of a senior staff role, but invaluable job and life experiences that will make you more competitive than your fellow college graduates when career hunting comes. Welcome to ResComp!

Using this Handbook

Each section in this handbook addresses a task and/or period during the year that you will be working on. While you will find that some of the section headers are similar, they will refer to each aspect of your job in the respective context of that section and chapter.

- Chapter 1 focuses on familiarizing you with the organization, while Chapter 2 covers the details of our policies and the nuances of HR, timesheets, paychecks, etc., that you may find helpful to be aware of.
- Chapter 3 and 4 cover the typical tasks you will perform as an RCC, both during the summer and the academic school year (fall and spring). Chapter 4 also includes basic registration steps for residents.
- Chapter 5 contains specific details that you may need to know when working with residents at the University Village, Albany (UVA), which is the unit that houses families of students and faculty. Even if you are not a UVA RCC, this will provide information that you need to know when you encounter these residents during helpdesk, or if you decide to work during the summer.
- Chapter 6 addresses the various forms of electronic communication, such as email and our chat system, which you will use as an RCC. This includes the policies and procedures involved with each one, as well as etiquette that you should be aware of.
- Chapter 7 is an overview of how our support model changes throughout the year, while some of this is explained in Chapters 3 and 4, this chapter covers this topic more thoroughly.
- Chapter 8 provides an overview of our internal tools that you will use as an RCC. These tools help diagnose connection issues, and manage service requests from our customers. There are also a number of resources that will help you collaborate with other employees.
- Chapter 9 provides a table of acronyms, a list of helpful phone numbers, and an index of links and additional resources when this handbook and your training and experience fail to provide a possible solution.

Keep in mind that information in this handbook is always subject to change. When available, links at the end of each section will point to other documentation on that subject. This will be useful, assuming these online resources will be kept up-to-date. If one or both resources are not updated, please take note and notify your Unit Supervisor to update the appropriate page(s).

Credits

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