Title: Desktop Support Technician (Part-time Student Work)
Unit: UW-Extension, Continuing Education, Outreach and E-Learning
Location: 5602 Research Park Boulevard, Suite 300, Madison, WI 53719
9:50-11:00/hour

Position Announcement:

UW-Extension - Continuing Education, Outreach and E-Learning (CEOEL) is seeking a student to assist our Desktop Support team. This position offers flexible hours, technical training, a variety of opportunities to gain valuable work experience and a friendly, professional atmosphere. Successful candidates will have a passion for helping others and value learning and technology.

Responsibilities:

- Assist with computer deployment setups, hardware component replacement and software installation
- Provide support with Windows and Mac OS X troubleshooting, application support (MS Office, IE, Firefox, Adobe Suite)
- Respond to support requests from internal end users and provide timely and courteous follow-through
- Utilize our ticketing system to provide complete, accurate and timely documentation for all IT requests.
- Performing other duties as assigned

Required Qualifications:

- You must be actively enrolled undergraduate or graduate student
- Excellent customer service skills
- Working knowledge of desktop and laptop platforms (Windows, Mac) and related software
- Strong written and oral communication skills
- Punctual and reliable in attendance
- Able to maintain confidentiality with protected personal information
- Able to maintain a positive attitude and customer empathy
**Hours:**

- Flexible hours based on your schedule
- Availability of 10-15 hours/week
- Year-round availability is preferred
- Availability between the hours of 8:00 am and 4:30 pm

**How to Apply:**

A complete application will include the following:

1. A letter of interest addressing the applicant qualifications and experience as they relate to the responsibilities of the position.
2. A professional resume.

Complete applications and questions should be sent to:

Erika Bengtson, Human Resources Specialist  
erika.bengtson@uwex.edu

**Ensure consideration:**

For best consideration, please apply by September 30, 2016.