Help Desk Assistant

Note – when submitting application materials, cover letter and resume must be combined into a single attachment

The University of Wisconsin Foundation is seeking a qualified individual to join our information technology team. The Help Desk Assistant will provide first level IT support to staff and assist in various Help Desk operations.

Job Duties:

1. Provide first level technical support to Foundation staff (50%).
   - Troubleshoot applications (Microsoft Office, Adobe Acrobat, Lotus Notes, etc.).
   - Troubleshoot network connectivity issues (wireless, Cisco VPN, Ethernet).
   - Troubleshoot hardware issues (laptops, desktops, monitors, printers, etc.).
2. Assist with the rollout and maintenance of hardware and software (25%).
   - Image and configure laptops and desktops.
   - Install and train users on new equipment (computers, iPhones, monitors, etc.).
   - Install software and software updates.
3. Assist with IT project work (25%).

Qualifications:

Education: Advanced education beyond high school in the field of Information Technology preferred.

Required Skills: Excellent customer service skills; minimum of 1 year in a customer service environment, strong oral and written communication skills, experience with hands-on troubleshooting of computer hardware and software.

Other Skills: Ability to learn quickly, work independently, take initiative, and multi-task. Must be outgoing and responsible.

Physical Demands Summary: Will do a fair amount of running around while assisting users. Must be able to lift equipment of moderate weight, such as desktop computers and monitors.

This is a full time position at the University of Wisconsin Foundation reporting to the Technical Services and Support Manager. We offer a competitive salary and an excellent benefit program. To apply, please submit cover letter and resume in one document to the following link: https://home.eease.adp.com/recruit/?id=8857711

Please contact Human Resources if you have any questions at hr@supportuw.org. Application deadline is Wednesday, April 16, 2014.

Carly Nelson
Human Resources
University of Wisconsin Foundation

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