



HELP DESK TECHNICIAN

Department: Information Technology

Dates of Employment: February 16, 2015 – May 17, 2015

Compensation: \$10.15 per hour

Number of Positions Available: 2

Hours of Work:

- 10 hours per week during the academic year, up to 40 hours per week during the Summer
- Morning Availability is preferred at this time.
- The work schedule is flexible, but mostly between 7:30 am and 4:30 pm with occasional early evening and periodic weekend shifts to meet operational needs
- Preference to candidate available to work Summer 2015

Perks:

- Work on campus, close to academic buildings, housing and UW resources.
- Enhance your problem-solving and customer service skills.
- Sharpen your interpersonal communication skills in a team-oriented workplace.
- Gain valuable employment experience in an IT office setting.
- Work in a fun and challenging atmosphere.

Required Dress:

- Dress is casual yet professional.

Responsibilities:

Information Technology is committed to demonstrating our *Division of University Housing Core Values: Care* in how we approach people and our work; **Creativity, Excellence, Integrity, Optimism**, focusing on opportunities and positive outcomes; **Respect**, and **Stewardship** of human, financial and natural resources. Below is a list of summary job responsibilities:

- Assist Housing staff with telephone and email help requests
- Troubleshoot hardware, software, and network connectivity issues
- Create and updates cases in our ticketing system
- Configure computer workstations and printers
- Deliver and set up computer hardware in various campus locations
- Set up and take down A/V equipment as needed.
- Other project work as assigned

Knowledge & Skills:

- Exceptional customer service attitude
- Excellent technical background with Windows software
- Experience with networking hardware and software configuration
- Effective written and oral communication skills
- Excellent phone skills
- Attention to detail
- Excellent organizational skills
- Ability to work independently
- Prior customer service experience is preferred but not required

Special Requirements:

- Willingness to learn technical background of Housing computer and network systems
- Frequent lifting of objects weighing approximately 30 pounds
- A valid unrestricted driver's license which meets UW Risk Management standards is preferred
- Preference given to candidates living in the University Residence Halls.

- Satisfactory result of a confidential criminal background check is required

To apply:

- Go online to: www.housing.wisc.edu/jobs (under 2014-15) to complete the online application, including work history, resume, and answering of supplemental questions.
- **Preference will be given to those available to work in Summer 2015.**
- Deadline to ensure priority consideration is at: **11:59pm on January 19, 2015.**

Exceptions to the above information will be considered on a case by case. Contact University Housing Human Resources at hr@housing.wisc.edu.

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