Position Announcement:

UW-Extension - Continuing Education, Outreach and E-Learning (CEOEL) is seeking a student to assist our IT Student 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:

- Identify and resolve customer issues with software, University systems, computers, mobile devices, peripherals, network connections and printers via phone, live chat and email
- Provide support with Windows and Mac OS X troubleshooting, application support (MS Office, IE, Firefox, Adobe Suite)
- Respond to support requests from student end users and provide timely and courteous follow-through
- Track all support work done in the User Support work management system and document full details of support interactions
- Performing other duties as assigned

Required Qualifications:

- You must be actively enrolled technical, undergraduate or graduate student
- Excellent customer service skills
- Previous experience helping customers over the phone
- 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 10-25 hours/week
- Year-round availability is preferred
- Availability between the hours of 8:00 am and 2:30 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:

Shari Henning, Student Support Services Center Coordinator
shari.henning@uwex.edu

**Ensure consideration:**

For best consideration, please apply by September 18, 2016.