Position Announcement:

UW-Extension - Continuing Education, Outreach and E-Learning (CEOEL) is seeking someone to assist our Desktop Support team. This position offers 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:

- 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
Location & Hours:

- UW-Extension CEOEL is located at UW Research Park (5602 Research Park Blvd), within walking distance of the West Side Metro Transfer Point
- We are seeking a candidate who is available 25-30 hours/week
- Our hours of operation are between 8:00 am and 5:00 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, Coordinator of Student Support Services
shari.henning@uwex.edu