The assistive technology student specialist is a student worker that holds tier 2 or 3 status within UWW ICIT/Help Desk. This student would be participating as a satellite technician working approximately 5 hours a week with ICIT and the remaining time within CSD (approximately 15-20 hours/week).

The CSD student technology worker will assist in the installation and training of student/staff users on the following software/hardware: Kurzweil 3000, Firefly by Kurzweil, JAWS, Zoom Text, Dragon Naturally Speaking, Livescribe Smart Pens and other assistive technologies on-campus. Additionally they will assist in the management of our server that holds scanned textbooks/notes. As well as serve as our liaison between ICIT and managing our open tickets for professional staff/assist with office technology issues (Re-image staff computers, problem solve issues, etc.).

General

- Excellent Oral and Written communication
- Ability to prioritize, manage time, and organize
- Professionalism at all times
- Proficient in data processing/management (Outlook, Word, Excel, PowerPoint)
- Minimum Tier 2 ICIT Student Worker with appropriate Admin rights
- Ability to work a minimum 10-15 hours per week
- Flexibility with schedule and work duties
- Availability– especially during periods of employee training and start/end of semesters
- Ability to work independently as well as part of a team
- Participation in working CSD programing events: Opening Horizons, various Summer Transition Program activities, and Fall Orientation
- Other duties as assigned

Skills

- Provide quality customer service to students, faculty and staff
- Understand and follow oral and written instructions – Ask questions when clarification is needed
- Work cooperatively with University employees, students, and the public
- Professional oral and written communication
- Knowledge (willingness to learn) about other services and accommodations at CSD
- Ability to Troubleshooting software & hardware issues
- Experience with phone support service, assisted with day to day technology troubleshooting for staff (software and hardware) and Re-imaged computers with Zen works

Revised: 4/10/13