

UC Level I Computer Tech Assistant

Department: James R. Connor University Center

Reports To: UC Associate Director

Hours per week: Approximately 10-15 – M-F

Starting Wage: \$9.25 per hour

High Impact Practice – By incorporating classroom learning into hands-on work experiences as well as providing supervision and coaching, students gain the necessary tools to grow and contribute as professionals. This engagement leads to increased rates of retention, graduation, and job placement.

Position Summary

The UC Level I Computer Tech Assistant will provide support for UC office computers and related technology. They will also help solve problems on Macs and/or PCs that are related to the hardware or software currently supported by the University.

Tasks (and Corresponding LEAP Essential Learning Outcomes)

Intellectual and Practical Skills

- Assists UC Level II Computer Tech Assistant with Software/Hardware configurations during peak times of employment
- Reimages Macs and PCs
- Replaces basic hardware on PCs (including laptops)
- Configures campus email on smart phones (iOS/Android)
- Demonstrates good time management by arriving to work, programs, and meetings on time

Personal and Social Responsibility

- Interact with UC Staff to determine computer related issues that hinder work productivity
- Lives the UC brand image through the 6 Keys of Exceptional Customer Service
 - *Smile and Greet, Appearance, Competence/Knowledge, Communication, Go the Extra Mile, Say “Thank You” and “You’re Welcome”*

Integrative & Applied Learning

- Configures wireless access on Macs and PCs (being able to do so on non-English based systems is a plus)
- Evaluates, updates, and implements current office procedures

Knowledge of Human Cultures and the Physical and Natural World

- Has knowledge of iCIT staff abilities for assistance with tasks that are out of access (software assignments/network jack activation, etc.)
- Has knowledge of campus computer policy (OUs, Permissions, software licenses)
- Works collaboratively with UC departments

Minimum Qualifications

- Must be a registered UW-Whitewater and enrolled at least half time
- Must successfully complete training with the iCIT Help Desk program (including Tech training)
- Experience on both PC and Macintosh systems preferred
- Must maintain an overall GPA of 2.0

Both Work Study and Regular Pay candidates will be considered.

UW-Whitewater is an equal opportunity/affirmative action employer. We promote excellence through diversity and encourage all qualified UW-Whitewater students to apply.

Contact Information

Dave Halbach
University Center Associate Director
James R. Connor University Center, Room 250 B
University of Wisconsin-Whitewater
(262) 472-5749 (Office)