

UC Level II Computer Tech Assistant

Department: James R. Connor University Center

Reports To: UC Associate Director

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

Starting Wage: \$11.75

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 University Center Level II Computer Tech Assistant will provide support for UC office computers and related technology. This position will solve problems on MACs or PCs that are related to the hardware or software currently supported by UW-Whitewater. In addition, this position will assist the UC Assistant Director perform specific tasks for and related to meal plans, Purple Point accounts, and ticketing systems.

Tasks (and Corresponding LEAP Essential Learning Outcomes)

Intellectual and Practical Skills

- Assists the University Center Level I Computer Tech Assistant with hardware and software set ups and issues, as needed, during peak periods of equipment installation.
- Demonstrates good time management by arriving to work, programs, and meetings on time

Personal and Social Responsibility

- Assists the UC Assistant Director with custom reports for the Blackboard Transaction system utilized by the campus for Meal Plan and Purple Point account management
- 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

- Assists the UC Assistant Director with campus department set up of NCR cash registers for the Blackboard Transaction system utilized by the campus for Meal Plan and Purple Point account management
- Assists the UC Assistant Director with special projects such as reviewing campus IT systems (i.e. DocumentsNow)
- Evaluates, updates, and implements current office procedures

Knowledge of Human Cultures and the Physical and Natural World

- Assists the UC Assistant Director with custom reports for the AudienceView event ticketing system utilized by UC Ticket Services
- Assists the UC Assistant Director with user setup for the AudienceView event ticketing system utilized by UC Ticket Services
- Work collaboratively with UC departments

Minimum Qualifications

- Must be a registered UW-Whitewater student and enrolled at least half time
- Have successfully completed training with the iCIT Help Desk Technician program
- Have successfully worked as a UC Computer Tech Assistant, Level I, for at least 2 semesters
- 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

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Associate Director

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University of Wisconsin-Whitewater

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