

Work Study Job Description

Job Title	Student Helpdesk Technician
Department Name	Nursing TIER
Job Location	Health Sciences
Pay Rate	\$10.10 - \$12
Employment Period	Summer, Academic Year
Hours Per Week	40 hrs/wk, 19 hrs/wk
Contact Supervisor	Barb Absher
Phone Number	(206) 616-86
Email Address	bjac@uw.edu
Website	http://nursing.uw.edu/
Box Number	357260

Nature of Organization

TIER coordinates technology purchases; configures, installs, and deploys equipment and software; provides user support and training; manages the network and server infrastructure; captures, processes, and distributes interactive multimedia.

Duties and Responsibilities

Provide first-level response support via phone, email, and in person for the school of nursing systems. Provide support for Microsoft Windows, Macintosh and mobile systems. Manage/generate responses for mail queue as assigned.

Minimum Qualifications

experience working with and supporting customers, excelled oral and written communication skills, basic knowledge of hardware and computer set up, thorough knowledge of microsoft windows operating systems, experience with windows office suite adobe products and internet browsers, available to work a consistent minimum of 10 hours per week.

Educational Benefits

Build customer service, technical, and computing experience in a professional helpdesk environment. Consulting with expert who support technological needs of the university. Develop or use skills in observation and analysis in order to resolve issues.

How to Apply

please send your resume to Barb Absher via e-mail to bjac@uw.edu

Job Number: NURS04 | Job Class: 0875 | Category: Technology | 51% Comp. To Classified: y | Program:
Federal