

## Work Study Job Description

<b>Job Title</b>	Computer Support Technician
<b>Department Name</b>	UW Autism Center
<b>Job Location</b>	CHDD and Portage Bay buildings (by UWMC)
<b>Pay Rate</b>	\$10 - \$15
<b>Employment Period</b>	Summer, Academic Year
<b>Hours Per Week</b>	19 hrs/wk
<b>Contact Supervisor</b>	Susan Conarroe
<b>Phone Number</b>	206.616.9614
<b>Email Address</b>	conarroe@uw.edu
<b>Website</b>	<a href="http://depts.washington.edu/uwautism/">http://depts.washington.edu/uwautism/</a>
<b>Box Number</b>	357920

### Nature of Organization

The University of Washington Autism Center is dedicated to improving the lives of individuals with autism through intervention, education, professional training, and research aimed at effective treatments, prevention, and cure.

### Duties and Responsibilities

Assist the Autism Center Informatics team and Health Sciences Technology Services in providing technical customer support in a mixed Windows XP and Windows 7 environment at the UW Autism Center. Primary job duties include installation, troubleshooting, and ongoing support for networked desktop computers, third party peripherals such as printers, scanners, etc., and office productivity software. Job duties may expand to include support for specialized applications such as clinical management software, statistical packages, and computer-based behavioral assessment tools. This position may be asked to assist with user education and the development of related documentation.

### Minimum Qualifications

Prior experience with Windows desktop support in a networked environment.  
 Configure, use, and explain Windows XP and 7 as well as Microsoft Office software.  
 Working familiarity with Sophos Anti-Virus.  
 Comfortable with hardware troubleshooting and replacement.  
 Good customer service attitude including patience, thoroughness, and clear communication.

### Educational Benefits

The student will face the working realities of timing, prioritization, and troubleshooting in an environment that both supports and challenges the individual. We offer plenty of opportunity to expand technical expertise and technical-to-layman communication skills. Because the Autism Center is a medical clinic, the student will also have exposure to medical data protection policies such as HIPAA and the balance of ease of use versus appropriate security.

**How to Apply**

Submit a resume with a cover letter addressing any qualifications not demonstrated in the resume.

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Job Number: AUTC03 | Job Class: 0875 | Category: Technology | 51% Comp. To Classified: y | Program:  
Federal