

Work Study Job Description

Job Title	Computer Support Tech
Department Name	Evans School of Public Affairs
Job Location	On campus - Parrington Hall
Pay Rate	\$10.00 - \$18.00
Employment Period	Academic Year
Hours Per Week	19 hrs/wk
Contact Supervisor	Michelle Birdsall
Phone Number	206-221-6032
Email Address	birdsall@uw.edu
Website	http://evans.washington.edu/
Box Number	353055

Nature of Organization

The Evans School of Public Affairs is a graduate school with faculty, staff, PhD students and Masters students. There are over 150 desktop computers in use by faculty and staff as well as a student computer lab with approximately 25 computers.

Duties and Responsibilities

Troubleshoot software and some hardware questions from Evans School of Public Affairs faculty and staff. Build and install computers on a Windows 2000 Server local area network. Resolve hardware and software support requests from faculty, staff and students. Install software packages. Assist network administrator and lead computer support technician with various network administration tasks such as user account management.

Minimum Qualifications

Ability to work independently on hardware and software support requests. Ability to troubleshoot hardware and software problems on desktop computers in a local area network. Good working knowledge of Microsoft Office software. Knowledge of UW academic computing environment. Applicants should be outgoing and enjoy assisting others in the use of computer equipment. Good customer service skills and attention to detail are absolutely required. Windows XP and Macintosh OSX experience a plus.

Educational Benefits

Consultants will be able to attend some software trainings during work hours and their work will increase their knowledge of various types of software including statistical packages. Hardware training will be provided as needed.

How to Apply

Send resume and letter of interest to Kole Kantner at kole@uw.edu.

Job Number: ESPA03 | Job Class: 0875 | Category: Technology | 51% Comp. To Classified: y | Program:
Federal