OFFICE OF STUDENT FINANCIAL AID
UNIVERSITY of WASHINGTON

Work Study Job Description

Job Title	Student Technical Support Consultant
Department Name	School of Nursing- TIER
Job Location	Health Sciences Building
Pay Rate	$10 - $12
Employment Period	Summer, Academic Year
Hours Per Week	40 hrs/wk, 19 hrs/wk
Contact Supervisor	Sarah Alkire
Phone Number	
Email Address	tierux@uw.edu
Website	http://nursing.uw.edu/
Box Number	357260

Nature of Organization

Technology Innovations in Education and Research (TIER) is the School of Nursing's technology support and development unit. TIER provides services to School of Nursing faculty, staff and students, as well as global and health sciences partners.

Duties and Responsibilities

As a student technical support consultant, you will:

•Provide support for Microsoft Windows, Macintosh, and mobile systems.
•Manage/generate responses for a mail queue as assigned.
•Build customer service, technical, and computing experience in a professional office environment.
•Consult with the experts who support technological needs at the University.
•Develop or use skills in observation and analysis in order to resolve issues.

As an integral member of the TIER team student consultants will have the opportunity to gain leadership experience and contribute to improvements in TIER processes and services. Motivated individuals may additional

Minimum Qualifications

Qualifications:
•Experience working with and supporting customers.
•Excellent oral and written communication skills.
•Past work experience in a similar or related field.
•Basic knowledge of hardware and computer set-up.
•Thorough knowledge of Microsoft Windows operating system.
•Experience with common software including Microsoft Office suite, Adobe Acrobat and Reader, and internet browsers.
•Available to work at least three future quarters at 15 hour/week.

Educational Benefits

Benefits:
•Flexible scheduling:
o Office hours are 8:00 a.m. to 5:00 p.m. Monday through Friday.
o Choose hours that work with your class schedule.
o Work 10 to 19.5 hours per week while attending classes.
o Work up to 40 hours per week during breaks and Summer Quarter.
•Leadership opportunities are available for those who demonstrate outstanding skills.
•Students who work here acquire skills, concepts, and practical experience that help them reach their professional goals.

How to Apply

Please submit a resume to tierux.edu.

Job Number: NURS07 | Job Class: 0875 | Category: Technology | 51% Comp. To Classified: y | Program: Federal