OFFICE OF STUDENT FINANCIAL AID
UNIVERSITY of WASHINGTON

Work Study Job Description

Job Title	Student Technology Assistant
Department Name	Meany Hall for the Performing Arts
Job Location	Meany Hall
Pay Rate	$15.00 - $15.00
Employment Period	Academic Year
Hours Per Week	19 hrs/wk
Contact Supervisor	David Grimmer
Phone Number	206-543-8408
Email Address	dgrimmer@uw.edu
Website	http://www.meany.org
Box Number	351150

Nature of Organization

Duties and Responsibilities

Provide first-level response via phone, email, and in person for UW World Series and Meany Hall staff, providing support for Microsoft Windows and Macintosh desktop systems. Manage/generate responses for mail queue as assigned. Typical tasks involve assisting with desktop email client configuration, assisting with web browser and related application problems, software installation, and resolving printer issues.

Minimum Qualifications

Experience working with and supporting customers, excellent 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, especially Outlook, Word, and Excel. Experience with mainstream internet browsers, ability to research support information via ITConnect, available to work a consistent minimum of 10 hours per week, ideally 2 hours per day, Monday through Friday

Educational Benefits

Build customer service and IT experience in a professional helpdesk environment. Consulting with expert supporting technological needs of the University. Develop and use skills in observation and analysis to resolve issues in a timely and efficient manner.

How to Apply

Email dgrimmer@uw.edu with resume or other descriptive information concerning experience, schedule.

Job Number: MHPA02 | Job Class: 0875 | Category: Technology | 51% Comp. To Classified: y | Program: Federal