University of Northern Iowa
IT Client Services

Do you like helping people? And do you like working with technology? If you answered ‘yes’ to both of these questions, the IT Service Desk would love to have you come work for us and provide customer service help to students, staff, faculty, and guests with navigating technology at UNI.

Position Title: Graduate Assistant – IT Client Services, IT Service Desk

Reports to: Sue Wood, Client Services Support Specialist, IT Client Services, sue.wood@uni.edu, 319-273-2366

Terms of Employment:
• For the fall semester: 10 hours per week, beginning August 20, 2018 and ending December 14, 2018. Does not include the week of Thanksgiving Break.
• For the spring semester: 10 hours per week, beginning January 14, 2019 and ending May 10, 2019. Does not include the week of Spring Break.
• Hours may be during the day time (late morning to afternoon) or evening (Sunday through Thursday), depending on availability and schedule.

Compensation:
• Half assistantship salary for 2018-2019 is $2,560 per semester
• Salary is prorated on a weekly basis for a late start.
• Graduate Assistants may qualify for in-state tuition and fees.
• Graduate Assistants receive University holidays and do not work during Thanksgiving Break, Spring Break, or the interims between semesters.
• For more information on the Graduate Assistantship System and procedures: http://www.grad.uni.edu/assistantships/

Position Description:
• Works daytime or evening hours based on the candidate’s availability and schedule.
• Help supervise the IT Service Desk and its student employees for two to three evening shifts per week and/or daytime hours, up to 10 hours per week for the Fall and Spring semesters.
• Writes documentation for both internal and external audiences, contributing to the Service Desk’s knowledge base and IT website.
• Assists the team in planning and implementing larger-scale projects and services provided by the Service Desk.
• Ensures the Service Desk meets established standards for quality and timeliness of assistance with general technology questions, passphrase resets, and telephone or remote assistance.
Qualifications:
• Must be a full-time, degree-seeking student in a UNI graduate program.
• Must be enrolled in 9+ graduate credits each semester of assistantship.
• Maintain a cumulative GPA of at least 3.00. First semester graduate students must have an undergraduate cumulative GPA of at least 3.00.
• Familiarity with general technology like phones, computers, and web applications.
• Excellent communication, customer service, and organizational skills.

Application Process and Deadline: To apply email the completed Application Form for Graduate Assistantship (available at http://www.grad.uni.edu/assistantships) along with a resume to Sue Wood, Client Services Support Specialist, IT Client Services, sue.wood@uni.edu

Applications received by March 12, 2018 will be given preferential consideration.