University of Northern Iowa
IT – Client Services

Position Title:  IT Client Services – Library Field Tech Desk Supervisor

Reports to:  Robyn Bredvick, Information Technology Specialist, IT – Client Services,
Robyn.Bredvick@uni.edu, 319-273-4245

Terms of Employment:
• For the spring semester: 20 hours per week, beginning January 13, 2020 and ending
  May 8, 2020.  Does not include the week of Spring Break.

Compensation:
• Full assistantship salary is $5,284 per semester.
• Salary is prorated on a weekly basis for 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:
• Work with Information Technology Specialist in Rod Library to help manage the Library
  IT Service Desk
• Correct issues with and approve student employee time cards weekly
• Assist Client Services Student Manager with the preparation for and running of student
  employee training sessions
• Coordinate the creation of Documentation and Self-Guided Online Training
• Other projects or duties as assigned by the PC Support Coordinator or the Client
  Services Student Manager
• Responsibility for communication between the student employees and supervisors.

Qualifications:
• Must be a full-time, degree-seeking student in a UNI graduate program, enrolled in 9
  hours applying to the graduate degree.
• Maintain a UNI cumulative graduate GPA of at least 3.00.  A newly admitted
  graduate student must have at least a 3.0 GPA for undergraduate or previous graduate
  work of at least 8 graded credit hours.
• Excellent communication skills, both written and verbal
• Excellent time management and organizational skills
• Experience with the Microsoft Office suite of software preferred
• Knowledge of Student Computer Center locations and offerings preferred

**Application Process and Deadline**: To apply email the completed Application Form for Graduate Assistantship (available at [http://www.grad.uni.edu/assistantships](http://www.grad.uni.edu/assistantships)) and your resume and a cover letter to Robyn.Bredvick@uni.edu.

Applications received by November 20th, 2019 will be given preferential consideration.