Position Title: Graduate Assistant – ITS User Services Computer Consulting Center

Reports to: Ben Arnold, Director, ITS User Services, ben.arnold@uni.edu, 273-2419

Terms of Employment:
- For the fall semester: 10 hours per week, beginning August 22, 2016 and ending December 16, 2016. Does not include the week of Thanksgiving Break.
- For the spring semester: 10 hours per week, beginning January 9, 2017 and ending May 5, 2017. Does not include the week of Spring Break.

Compensation:
- Half assistantship salary is $2,500 per semester.
- Salary will be prorated weekly 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:
- This position will assume a supervisory role with Central Help Desk student employees.
- This position will work evening hours, managing the help desk and its student employees for two to three evening shifts per week, depending on the successful candidate’s schedule.
- Write documentation for both internal and external audiences.
- Coordinates the care and feeding of the help desk’s knowledge base.
- Assist the team in planning and implementing larger-scale projects and services provided by the Central Help Desk.
- Ensures the Consulting Center meets established standards for quality and timeliness of assistance with software installation, passphrase resets as needed, and provides telephone and remote assistance with software installation and use.
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 Plan GPA of at least 3.00. First semester graduate students must have an undergraduate GPA of at least 3.00.
  • Knowledge of Microsoft Windows 7, basic computer networking concepts, basic computer hardware concepts, and computer security and malware removal/prevention methods required.
  • Excellent communication and organizational skills required. ☐ Knowledge of Windows 8.1 preferred.

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 Benjamin Arnold, Support Services Coordinator, ITS User Services.

Ben.arnold@uni.edu

Applications received by March 30th, 2016 will be given preferential consideration.