

# University of Northern Iowa IT Client Services

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**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](mailto:sue.wood@uni.edu), 273-2366

**Terms of Employment:**

- For the fall semester: 10 hours per week, beginning August 21, 2017 and ending December 15, 2017. Does not include the week of Thanksgiving Break.
- For the spring semester: 10 hours per week, beginning January 8, 2018 and ending May 4, 2018. Does not include the week of Spring Break.

**Compensation:**

- Half assistantship salary is \$2,560 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 Service Desk 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 Sue Wood, Client Services Support Specialist, IT Client Services, [Sue.wood@uni.edu](mailto:Sue.wood@uni.edu)

Applications received by **March 29<sup>th</sup>, 2017** will be given preferential consideration.