University of Northern Iowa

IT – Client Services

Position Title: Graduate Assistant – Service Desk, Classrooms

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

Terms of Employment:

- For the fall semester: 20 hours per week, beginning August 21, 2017 and ending December 15, 2017. Does not include the week of Thanksgiving Break.
- For the spring semester: 20 hours per week, beginning January 8, 2018 and ending May 4, 2018. Does not include the week of Spring Break.

Compensation:

- Full assistantship salary is $5,120 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:

- Provide assistance via phone, email, live chat, and in person to faculty who are experiencing issues using classroom technology.
- Write documentation for both external and internal audiences on how to utilize classroom technology for instructional purposes.
- Manage multiple open help tickets for faculty and classroom technology simultaneously, ensuring good customer service is provided.
- Assist the department with planning and executing classroom equipment replacement projects.

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.
- Excellent communication skills, both written and verbal.

- Excellent problem solving ability with the aptitude to learn quickly.
- Knowledge of Microsoft Windows computers, basic computer networking concepts, basic computer hardware concepts, and computer security and malware removal/prevention methods required.
- Knowledge of Audio/Visual systems and their use in classroom environments preferred.