Service Desk Graduate Assistant
IT Client Services, University of Northern Iowa

Do you like helping people? Do you like working with technology? If you answered ‘yes’ to both of these questions, the IT Service Desk would love to have you work for us! In this position you would help students, staff, faculty, and guests to navigate technology at UNI.

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

Reports to: Sue Wood, Senior Service Desk Analyst, IT-Client Services, sue.wood@uni.edu, 319-273-5555

Terms of Employment:
• For the fall semester: 10 hours per week, beginning August 24, 2020 and ending December 19, 2020. Does not include the week of Thanksgiving Break.
• For the spring semester: 10 hours per week, beginning January 11, 2021 and ending May 7, 2021. Does not include the week of Spring Break.
• Hours may be during the day time (morning to afternoon) or evening (Sunday through Thursday), depending on availability and schedule.

Compensation:
• Half assistantship salary for 2019-2020 is $2,697.50 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:
• Work daytime or evening hours based on availability and scheduling needs.
• 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.
• Write documentation for both internal and external audiences, contributing to the Service Desk’s knowledge base and IT website.
• Assist the team in planning and implementing larger-scale projects and services provided by the Service Desk.
• Help 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 in enrolled in at least 9 qualifying graduate credit hours each semester of Assistantship.
- 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.
- Familiarity with general technology like phones, computers, and web applications.
- Excellent communication, customer service, leadership, 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

Also, send an email with your resume to Sue Wood, Senior Service Desk Analyst, in IT Client Services:

sue.wood@uni.edu

Applications received by April 5, 2020 will be given preferential consideration.