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 while helping supervise our team of undergraduate students.

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

Semesters of employment available: Fall 2021 and Spring 2022

Terms of Employment:
• For the fall semester: 20 hours per week, beginning August 23, 2021 and ending December 15, 2021.
• For the spring semester: 20 hours per week, beginning January 20, 2022 and ending May 13, 2022.
• Hours may be during the day time (morning to afternoon) or evening (Sunday through Thursday), depending on availability and schedule.

Compensation:
• Full assistantship salary for 2021-2022 is $5,395 per semester and may be prorated depending on start date
• Graduate Assistants may qualify for in-state tuition and fees
• Graduate Assistants may receive University holidays and do not work during the interims between semesters
• For more information on the Graduate Assistantship System and procedures review https://grad.uni.edu/faq-graduate-assistantship

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 20 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 meet established standards for quality and timeliness of assistance with general technology questions, password resets, telephone, or remote assistance.

Qualifications:

- Must be a full-time, degree-seeking student in a UNI graduate program
- Maintain a cumulative GPA of at least 3.00. First semester graduate students must have an undergraduate GPA of at least 3.00
- Have an official transcript on file in the Office of Admissions
- Be regularly admitted without provisions to degree status in a graduate degree program
- Must meet UNI's employment eligibility

Preferred Qualifications:

- Must be in enrolled in 9 hours applying to the graduate degree.
- Maintain a plan (and cumulative) GPA of at least 3.00. First-semester graduate students must have an undergraduate GPA of at least 3.00.
- Familiarity with general technology like phones, computers, and web applications.
- Excellent communication, customer service, leadership, and organizational skills.

Application Process and Deadline: To apply, submit the Assistantship application form and attach: a resume, 3 references (name, position, and contact information), a cover letter, and class schedule. Direct your application to Sue Wood, Senior Service Desk Analyst, in IT Client Services:

sue.wood@uni.edu

Applications received by June 4, 2021 will be given preferential consideration.

UNI actively seeks to enhance diversity and is an Equal Opportunity/Affirmative Action employer. The University encourages applications from persons of color, women, individuals living with disabilities, and protected veterans. All qualified applicants will receive consideration for employment without regard to age, color, creed, disability, gender identity, national origin, race, religion, sex, sexual orientation, protected veteran status, or any other basis protected by federal and/or state law.