Help Desk Support

Summary:
The Help Desk Support position provides desktop computer support for Enrollment Management clients consisting of but not limited to end user technical support, desktop hardware support, Operating System support, and software support as requested by clients and staff in IT Services.

Approximately 15-20 hours per week are required for this position. Available hours are 8:00 am – 4:30 pm. This position operates under regular supervision. Preference is given to those students with Work Study.

If interested in this position, please send your resume, fall 2012 class schedule, and interview availability to emits-jobs@uwm.edu no later than Friday, September 7 at 5:00PM.

Qualifications & Expectations:

- Intermediate knowledge of Microsoft Windows operating systems, Mac OSX helpful.
- Intermediate knowledge of computer hardware. Previous hardware troubleshooting experience desired.
- Basic knowledge of standard software applications, including Microsoft Office (Word, Excel, Access).
- Be the user's advocate, strive for excellence in customer service, give every attempt to provide resolution upon first level contact with the user for expedient, timely and accurate IT service to end-user.
- Ability to work in a team environment.
- Ability to communicate equally well, in a clear and professional manner with clients and IT Services staff.
- Ability to remain professional in stressful situations.
- Exceptional written and verbal communication skills.
- Ability and willingness to search for answers to technical issues using all available resources (Heat Knowledge Base, web FAQs, Google, etc.).
- Desire and ability to be self motivated.

Job Functions include but are not limited to:

- Answer the IT Services Help Desk phone and monitor the IT Services Help Desk email and trouble ticket tracking system to provide 1st level technical support as needed to ensure timely client service and appropriate issue resolution.
- Work closely with IT Services staff to provide efficient and cost effective desktop and network technologies to support all computers within the Office of Enrollment Management.
- Assist in researching technical issues.
- Record time spent on service calls and details of issues and resolutions.
- Escalate technical support issues that cannot be resolved to ensure timely client service and issue resolution.
- Responsible for ensuring the security and confidentiality of customer records and information; protect
against any anticipated threats or hazards to the security or integrity of such records; and protect against unauthorized access to or use of such records or information that could result in substantial harm or inconvenience to any customer.

- Other duties as assigned.

Position Level:
Entry I ($8.00-$9.00/hr)

Professional Development Requirement:
- Attend all required Professional Development Training (3)
- Read books, periodicals, and internal documentation to improve knowledge of the information technology and future trends
- Attend classes, training, and workshops to increase IT knowledge and other relevant skills as designated by professional development

Work Area:
IT Services, Bolton Hall 280 and UWM campus wide Enrollment Management client locations. A workstation will be provided so that all job duties can be performed as required.

Reports To:
Enrollment Management IT Services Help Desk Coordinator

Evaluations:
Performance evaluations done by IT Services Supervisor.

Additional Information:
It is the responsibility of this position, as a University of Wisconsin Milwaukee employee, to ensure the security and confidentiality of customer records and information; protect against any anticipated threats or hazards to the security or integrity of such records; and protect against unauthorized access to or use of such records or information that could result in substantial harm or inconvenience to any customer.

Last Updated: Bob Meyer 08/28/2012