



University of Wisconsin – River Falls

Information Technology Services (ITS)

Job Title: Computer Support Services Technician

Level: Entry

Revision Date: 4/10/2008

Job Reports To: Computer Support Services Student Technician Supervisor

Job Summary / Position Purpose

The Microcomputer Support Technician (micro-tech) position is a customer service position which assists permanent Computer Support Services Staff in keeping faculty and staff computers on the UW-RF campus in good working order.

Minimum Position Requirements

Verified registration as a degree-seeking student at UW–River Falls in good academic standing

Good interpersonal skills.

Ability to work a flexible schedule during the week (around class schedule) and rotating weekends.

Motivated individuals who are eager to learn.

Ability to complete tasks, follow instructions and work carefully & accurately.

Work Environment

This position works out of the workroom in 168 Davee Library, though much is done on location at faculty and staff offices across campus.

A workstation will be available in 168 Davee Library for the student employee's use during work hours, though it will be shared by other student employees at other times. Students are required to check their UWRF email account and maintain contact using other methods, such as instant messaging and radio, while at work.



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Essential Tasks, Duties & Responsibilities

Computer Maintenance & Support – 40 %

All work will be done on Macintosh and Windows computers and their peripherals, including printers and scanners. Student technician monitor the ITS task database for new and high-priority tasks

Tasks commonly include:

- Install new hardware, such as memory or hard drives, in computers
- Diagnose and resolve hardware problems
- Install new software applications and properly configure them
- Diagnose and resolve application and operating system problems

Computer Installation – 35%

Student technicians deploy the majority of new computers on campus. This process commonly includes:

- Unpacking and assembly of the new computer.
- Preparing software on and registering the new computer
- Installation at faculty/staff offices
- Migration from previous computers
- Initial customer training on the new system

Documentation - 15 %

Update documentation as needed carefully and accurately. Technicians are responsible for updating the computer inventory database, internal documentation, & other documents as requested.

Cleaning and organization – 5%

Student technicians aid in the proper disposal of obsolete equipment from across campus, including data destruction. Technicians are expected to maintain a clean workroom and to maintain ITS equipment in it.

Other Duties as Assigned – 5%

This may include but not limited to helping other IT teams with projects & moving computer equipment.



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Job Specifications **Major Skills and Competencies**

Knowledge

Working knowledge of Windows XP, Windows Vista

Working knowledge of Mac OS X

Basic knowledge of computer networking and internet.

ITS Tools: Standard computer tools, Pinger Plus network analyzer, Ghost/Netinstall computer imaging software, RAdmin/ARD remote management software, shared calendar system, instant messaging.

Skills

Hardware installation and troubleshooting

Software installation, configuration, upgrades, and troubleshooting

Inventory Management and record-keeping

Detailed documentation and customer feedback writing.

Abilities

Learn new skills

Actively seek and prioritize tasks

Listen attentively to others,

Ask appropriate questions to gather information

Speak in a clear and understandable manner

Other Characteristics

Positive, friendly, professional attitude.

Motivated to complete essential tasks without being reminded.

Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.



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Additional Position Information

Hours of Work

The individual in this position is required to work 15-20 hours per week during the academic terms. Additional hours, up to 40 hours per week, are generally available during school breaks and vacations. Work hours must be between 7:00 am - 5:00 pm weekdays. Early morning, late evening and/or weekend hours may occasionally be necessary depending upon tasks to be done.

It is understood, by IT Services, that individuals may want to work evening hours, as opposed to hours during the IT Services business day. IT Services may work with the student to establish a schedule and supervision means for students who wish to work some of their hours after business hours.

This position is a 12 month position and requires a summer commitment of 32-40 hours per week. ITS will support a student who wishes to take one or more Summer classes and will work with the student to accommodate fewer work hours while attending classes.

Probation and Compensation

The probationary period for this position requires that the person demonstrate that they will be able to perform the duties of the position. The applicant and the supervisor will work to determine an appropriate timeframe for the applicant to demonstrate those abilities.

For example: The applicant and supervisor may agree that within three months a certain project will be at a determine completion. Or, the applicant may be sent to training courses and asked to demonstrate knowledge assimilated after the fact.

The probationary period is designed to allow the applicant to learn and expand their knowledge to cover the duties of the position. It is a period in which the supervisor can observe and determine if the employee will be able to handle the job. At the end of the probationary period the employee may either be advanced to "normal" status, have the probationary period extended with additional training and requirements on the applicant, or they may be let go from the position (perhaps for a lower classification).

Performance Reviews

Performance reviews are conducted annually with the supervisor and at the request of the employee. Wage adjustments are then made based on merit, performance, and skills acquired.



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Bonus Pay

This position is eligible for bonus pay, ranging from \$50 to \$300 for successful completion of special projects or work. Bonus pay is at the discretion of the supervisor and is awarded for performance above and beyond the normal work expectations and requirements. It is typically awarded at the end of a project rather than on an academic term basis.

Promotion

This position offers the opportunity for promotion from the entry level to the intermediate level. As with most positions, there is a lot of growth within this classification. This position allows for promotion to a higher level (Intermediate) after the person has demonstrated that they can successfully, accurately and easily complete the tasks of the level. The intermediate level of this position expands upon the duties and responsibilities of this classification.

It is important to note that the extra duties and responsibilities of the next level (Intermediate) will only be conveyed upon individuals that exhibit growth and potential in their current level.

Promotion to a higher level is dependent upon performance reviews, availability of the position and budget constraints. There is no "automatic" promotion to another level. Some criteria used in the performance review may include:

- Very good to excellent performance review
- High proficiency in performing current job duties and responsibilities
- Reliable work attendance
- Demonstrated adherence to good, accurate documentation as necessary
- Interest and willingness in taking on additional duties and responsibilities

Application for Employment

To apply for a Job Title: Microcomputer Support Student Technician position, please visit the website <http://www.uwrf.edu/itsjobs> to fill out the on-line application and then follow the instructions to submit a cover letter and resume. The website defines all application processes and deadlines.

Equal Opportunity Employer - Information Technology Services

ITS is an Equal Opportunity Employer and seeks to reflect the diversity of the University community. ITS welcomes students of every academic discipline. To qualify for ITS employment, you must be a currently registered student in good academic standing at UW-River Falls. Financial Assistance is not a requirement for ITS employment.