



University of Wisconsin – River Falls

Information Technology Services (ITS)

Job Title: Helpdesk User Assistant

Level: Entry

Revision Date: 4/9/2008

Job Reports To: Helpdesk Manager

Job Summary/Position Purpose

The User Assistants at the Helpdesk provide support to faculty, staff and students with regard to technology and the use of computers and technology applications/systems on campus.

Provide assistance on Windows and Macintosh computers, printers, scanners, test-scoring scanners, projectors and other equipment. Assist with patience to provide excellent customer service while troubleshooting various technology based problems, including Falcon Account activation, Falconfile access, email usage, access to various network resources and desktop computer applications.

Utilizes Footprints call tracking/management software to enter tasks, initiate team workflow and respond to customer needs.

Responsible for other duties as assigned.

Minimum Position Requirements

- Excellent oral and written communication skills
- Detail oriented
- Eager to learn
- Basic telephone call handling skills
- Ability to follow documented procedures
- Ability and patience to provide excellent customer service
- Self-motivated
- Able to operate in teams and also independently
- Background in basic computing knowledge
- Good working knowledge of using the Internet for research
- Ability to work a flexible schedule (around class schedule)



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Work Environment

The Helpdesk is located in the commons area of the IT Services Davee Library Lab complex. 3 workstations are available (2 windows and 1 mac). Surrounding the commons area are 6 computer labs (4 teaching labs and 2 general access labs). Students perform duties from this area.

Essential Tasks, Duties and Responsibilities

Customer Service and Support – 75%

Perform call center duties, answering telephones, gathering information, accurately creating/updating issue tasks in the call management software database. Assist customers with technical support questions. The Helpdesk is the first call for help, supporting customers and responding to the daily issues regarding knowledge of the technical operations. Provide support to IT Services staff, routing important phone or email messages from customers, relaying status of services, and working with team members on special tasks as required.

Documentation and Projects – 10%

Create internal and external documentation for user support as assigned and directed. This may be flyers, notices, reports, videos or web documentation or other documentation as needed. Collaborate with team members on projects as directed.

Commons Area Maintenance – 10%

Frequently monitoring the computer labs to ensure equipment (computers, projectors, scanners, printers, etc) are in working condition for customers.

Training – 5%

Attend training sessions and dept meetings as scheduled. Complete online exercises and activities as directed to maintain and improve technical skills.



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Job Specific Skills and Competencies

Knowledge

Basic Windows OS knowledge and experience
Basic Mac OS knowledge and experience
Calendaring and email

Skills

PC and Mac troubleshooting and repair experience
Basic understanding of network protocols
Software installation and configuration experience
Hardware installation and configuration experience
Advanced telephone skills in multiline call center environment
Understanding of AV concepts, configurations and standards
Microsoft Office Suite familiarity

Abilities

Learn new skills
Excellent oral and written communication skills
Information gathering and problem solving
Active listening skills
Learn new software applications
Display patience and positive attitude

Hours of Work

The individual in this position is required to work at least 10 hours per week during the academic terms. Additional hours, up to 40 hours per week, are available based on seniority and schedule. Work hours are between 7:30 am - 11:00 pm weekdays. Weekend hours of operation are Sat 9am – 5pm and Sun 1pm – 11pm.

Summer schedules are available for hours between 7:30am – 7:00pm and some weekends to support summer class schedule.



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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.

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.



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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 express potential in their current level. It is not likely that an individual who does not successfully exhibit growth within their current level can do so in a higher 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 Student Support 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 letter of interest and resume. The website defines all application processes and deadlines.

Equal Opportunity Employer Information Technology Services

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.