



University of Wisconsin – River Falls

Student Affairs - Information Technology (SA-IT)

Job Title: Student Support Technician

Level: Entry

Revision Date: 3/01/08

Job Reports To: Intermediate Student Support Technician(s) – Team Leader(s)

Job Summary/Position Purpose

This entry-level Student Support Technician position for Student Affairs - Information Technology (SA-IT) functions as a team member supervised by an appointed team leader. This position exists to provide front-line support in a help desk environment via telephone, email and in-person appointments primarily for residence hall students.

There are occasions where this customer support position provides dispatch services when administrative staff support is requested as our support also extends to Student Affairs administrative staff. This position also supports residence hall lab equipment and is responsible for sales through the FredNet Store.

Responsible for other duties as assigned.

Minimum Position Requirements

Verified registration as a degree-seeking student at UW – River Falls.

Background in basic computing is necessary.

Interpersonal skills are necessary.

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

Work Environment

This position works out of the FredNet Services office. Students holding this position may work in residence hall rooms, residence hall labs, the FredNet office or the University Center as required by the essential duties of this position.



University of Wisconsin – River Falls

Student Affairs - Information Technology (SA-IT)

Job Title: Student Support Technician

Essential Tasks, Duties and Responsibilities

Technician Appointments – 40%

Responsible for attending to scheduled technical appointments with customers in residence halls on campus. These appointments require applied knowledge of the residence hall telephone system, SMATV system and in-room components, personal computers or other electronic devices that students request help with. Thorough documentation of problems and resolutions in an Issue tracking system is required. Appointments provide an opportunity for educating customers about technology as a technician. Some involvement in working on computers brought in by customers to the FredNet office is encouraged but not required. Occasionally lifts up to 40 pounds. Frequently tends to appointments in any of the residence halls across campus. Not all residence halls are equipped with elevator access and technical support is provided on every floor.

Call Center Customer Phone Support – 35 %

Responsible for providing on-campus residents with troubleshooting, technology support and appointment scheduling over the telephone. Required to create support requests in the issue tracking system, document issues with detailed information as gathered from customers via telephone, and schedule issues for technicians when appropriate. In the case of administrative staff, responsibilities include providing staff with attentive customer service and creation and documentation of issues dispatched to the Administrative Support Technician. Frequently processes telephone calls and makes use of issue tracking and scheduling software.

Residence Hall Computer Lab Maintenance – 10%

Responsible for weekly cleaning of assigned residence hall computer lab. Accountable for verification of the functional state of all lab equipment including but not limited to computers, scanners and printers. Replacement of toner cartridges for lab printers is also an essential task. Frequently tends to an assigned residence hall lab in one of the residence halls across campus.

FredNet Store – 5%

Responsible for staffing, sales and use of a point of sale system for selling cables and various hardware computer components at the FredNet Store. Also required to maintain current knowledge of the on-line vendor computer discount program and retain the ability to help any students, staff, faculty or alumni who are interested in purchasing a computer. May be required to assemble cables sold in the FredNet Store.

Group Meetings – 5%

In our team based environment, Student Support Technicians of all levels are required to attend and participate in mandatory team meetings to facilitate communication among all FredNet Services employees.

Projects as Assigned– 5%

Student Support Technicians may be assigned projects to enhance the relationship we have with our customers throughout the semester.



University of Wisconsin – River Falls

Student Affairs - Information Technology (SA-IT)

Job Title: Student Support Technician

Job Specification

Major Skills and Competencies

Knowledge

Basic computer hardware, software and peripheral knowledge.
Diagnostic equipment knowledge.
Telephone system knowledge.
Alarm system knowledge.
Point of sale system procedure knowledge.
Two-way radio communication procedure knowledge.
Knowledge of electrical safety and emergency procedures.

Skills

Troubleshooting and solving technical problems over the phone or in-person for customer base.
Resourcefulness in researching and finding solutions to technical problems.
Time management.

Abilities

Thoroughly document all issues accurately and in detail.
Work with others in a team setting and share knowledge with team members and customers.
Listen attentively to others, ask appropriate questions to gather information and speak in a clear and understandable manner.
Provide exceptional customer service on technical related topics to a diverse group of customers with varying degrees of technical knowledge.
Make effective decisions and prioritize tasks.
Communicate clearly using electronic means and verbal communication (phone or face-to-face or radio).
Multitask and monitor intra-office communication.
Recognize and react appropriately to customer's eligibility for FredNet support, customer's past issues and attitude.
Learn quickly and absorb new information easily.

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.



University of Wisconsin – River Falls

Student Affairs - Information Technology (SA-IT)

Job Title: Student Support Technician

Additional Position Information

Hours of Work

An Entry Level Student Support Technician will be required to work 15 – 20 hours per week during the academic year between 8:00 AM and 10:00 PM. Rotating weekend shifts are also required. At peak times of the year, usually at the beginning of fall semester, a technician may be required to work 40 - 60 hours per week.

Generally speaking, this position works over the academic year only and does not work over summer.

Probation and Compensation

A probationary period of employment has been established for this position which lasts through fall training for new employees.

Performance Reviews

Performance reviews are conducted with a Team Leader and Team Coordinator at the end of each academic term of work (Fall, Spring). Wage adjustments for the next academic term of employment are then made based on merit and will fall somewhere between the low and high merit values listed in the above table.

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.



University of Wisconsin – River Falls

Student Affairs - Information Technology (SA-IT)

Job Title: Student Support Technician

Promotion

This position offers the opportunity for promotion from the entry level to the intermediate level. Promotion will occur after a performance review and will take effect at the start of the following semester if FredNet management feels the student is ready for the additional duties and responsibilities of the new position. Some factors that will be considered for promotion to intermediate:

- Very good to excellent performance review.
- High proficiency in performing entry job duties and responsibilities.
- Reliable work attendance.
- Excellent customer service skills.
- A broad base of technical knowledge.
- Demonstrated adherence to good, accurate documentation as necessary.
- Interest and willingness in taking on additional duties and responsibilities.
- Demonstrated leadership abilities.

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 **Student Affairs – Information Technology**

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