

## UNIVERSITY HOUSING JOB DESCRIPTION

### USER/DESKTOP COMPUTER SUPPORT – STUDENT WORKER POSITION

#### **General Summary of Function and Responsibility**

Assist staff in University Housing by providing troubleshooting, problem solving, and general support for departmental computer users and their computers, printers and other peripheral devices; install, configure, and place equipment; and perform preventive maintenance. Support and train novice to advanced computer users in University Housing.

#### **Basic Duties and Responsibilities**

- ◆ Install, configure, and place personal computers including the installation and configuration of Microsoft Windows operating systems and departmental standard software.
- ◆ Provide user computer support and training in person, remotely, by phone, or by e-mail.
- ◆ Diagnose and perform the repair of departmental computers and printers.
- ◆ Assist in upgrading software as assigned.
- ◆ Perform inventory, general and preventive maintenance, and cleaning of equipment.
- ◆ Create and maintain documentation of technical procedures.
- ◆ Document work in the helpdesk database.
- ◆ May perform individual or small group computer training.
- ◆ Perform other duties as assigned.

#### **Knowledge, Skills and Abilities**

- ◆ Ability to work independently and be a self-starter.
- ◆ Good working knowledge of and experience with the Microsoft Windows XP operating system and the Microsoft Office 2007 productivity suite.
- ◆ Ability to install, configure, and place Microsoft Windows-based computers and associated hardware devices including but not limited to printers and scanners.
- ◆ Strong interpersonal, organizational, and communication (verbal and written) skills.
- ◆ Ability to work with a diverse population both in person and by phone and to train end users with various skill levels.

#### **Qualifications**

- ◆ Working knowledge of and experience with Microsoft Windows XP operating systems and Microsoft Office 2007 including Microsoft Outlook is required.
- ◆ Must have a valid driver's license and the ability to meet and maintain The-University of Iowa Fleet Safety Program requirements.
- ◆ Must be able to move up to 50 pounds occasionally.
- ◆ One-year work experience in hardware and software troubleshooting is strongly preferred.
- ◆ Working knowledge of application software such as Internet Explorer and Adobe Acrobat is desired.
- ◆ Working knowledge of HTML, computer programming, and a modern programming language such as java would be useful.

**Reports To:** User and Desktop Support Specialist

**Starting Salary:** \$10.70 an hour.

**Work Hours:** This position is limited to 20 hours per week (320 hours per semester). Hours will generally be scheduled Monday – Friday, between 8:00 a.m. – 5:00 p.m. May work up to 40 hours per week during Thanksgiving, winter, spring, and summer academic breaks.