



THE UNIVERSITY OF UTAH

Housing & Residential Education

Information Technology Support Student Leader Position Description

The Information Technology Support Student leader's primary responsibilities will be to support the IT Systems Manager in the day to day support for the Housing & Residential Education department. Additionally, the IT Support Student Leader will be trained to assist with various in-office tasks and provide excellent customer service within the Housing & Residential Education department. This part-time position is ideal for a student seeking experience in IT Support.

Housing & Residential Education and the University of Utah value interactions among individuals with varying traditions, cultures, identities, expressions, orientation, religious beliefs, economic backgrounds, and racial/ethnic origins. We strongly encourage applications from candidates who will share and explore this value with the team and with the residents.

Job Responsibilities: Customer Service and Administrative Overview

- Provide excellent customer service to students and HRE staff by analyzing technology requests, complaints, and suggestions for ways to improve satisfaction.
- Possesses extensive knowledge of windows based machines and an ability to trouble-shoot both software and hardware issues.
- Provide oversight to departmental technology spaces including the Benchmark 820 Computer Lab, Printing Areas, Building Lobbies, and Residential Areas.
- Identify opportunities to enhance technology needs within the department.
- Assists in day-to-day administrative tasks and projects established by the supervisor.

Required Qualifications:

- Must be a current University of Utah student in good standing with the university and maintain that status throughout employment.
- Ability to work effectively in a diverse office setting.

Preferred Qualifications:

- Skills in software and hardware management.
- Working knowledge of various Microsoft and Apple software applications.
- Excellent verbal and written communication and interpersonal skills.
- Ability to work independently while communicating project status and priorities to stakeholders.
- Skill in accurately analyzing information and situations to define problems and formulate solutions.
- Demonstrated skill in collaboration and ability to work effectively with students, parents, University officials, and vendors.
- Ability to maintain student information under strict confidentiality.

Work Schedule

- The Student Leader's schedule will be set by the supervisor, with hours not to exceed 15-20 per week.
- Must be able to attend bi-weekly staff meetings that will be set at the beginning of each semester

Compensation

- \$9.00/hour starting