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 help 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 fields that include a networked environment, multiple users and devices, and various office/service locations.
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:

• Provide excellent customer service to HRE staff by supporting department IT requests.
• Analyze technology requests, complaints, and suggestions by responding to IT tickets in the ticket management system.
• Troubleshoot hardware/software (desktop, laptop, mobile devices, printers, Outlook, Windows, Mac, iOS) for HRE staff and students.
• Utilize StarRez (a housing information system) to build reports, create dashboards, and build an online application.
• 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.

Work Environment

• The Student Leader’s schedule will be set by the supervisor, with hours not to exceed 15-20 per week. Hours will generally fall between 8am and 6pm M-F.
• Most work will be completed in office. Working from home is not expected, but could change subject to necessity. Negotiable depending on factors moving forward.
• Must be able to attend weekly one on one (video) meeting with supervisor.
• Expect to work in front desk reception at times when additional support is needed.
• May need to transport items (Computers, cables, monitors, etc.) across campus.
• If employee has a driver’s license, they may have the opportunity to pass a Driver Training course that would allow the use of department vehicles for business purposes.
• Covid-19 in-office protocols:
  o The HRE office is currently closed to in person visitors, but this position supports users on site or remotely using University issued devices.
HRE has safety protocols in place for handling equipment and device repairs when support is needed.
HRE staff are required to wear face coverings and follow CDC and university guidelines on social distances.
Personal Protective Equipment (PPE) such as gloves, alcohol wipes, and face coverings are provided.

Professional Development Opportunities

- Weekly support from supervisor via both onsite and video/phone.
- Student staff across HRE are evaluated once per semester. This includes a self-evaluation and formal feedback. The process is discussed beforehand. HRE values consistent feedback so that evaluations are not surprises to employees.
- Staff who exceed expectations may have the opportunity to stay in role as long as required qualifications are continually met.
- Returning staff in this role should expect increased responsibilities to bolster work experience.

Required Qualifications:

- Must be in good standing (academic, financial, and behavioral) with the University at time of position acceptance, and remain so for the time within the position.
- Ability to work effectively in an inclusive workplace with diverse groups of people.
- Ability to maintain sensitive information under strict confidentiality, including student information (FERPA).
- Excellent communication and interpersonal skills.
- Excellent attention to detail.
- A 2.5 GPA is required at time of position acceptance, and must be maintained throughout the position.

Preferred Qualifications:

- Experience and interest in technology fields.
- Working knowledge of various Microsoft and Apple software applications.
- Skills in software and hardware management.
- 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.
- Familiarity with campus layout, specifically campus Housing areas.
- Customer service experience.

Compensation

- $12.00/hour