



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:
 - 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