

VIKING UNION COMPUTER MAINTENANCE ASSISTANT 2

Viking Union Mission:

The Viking Union welcomes and engages students, faculty, staff, and guests in building a diverse community. We continually strive to enhance the Western Experience through supporting student leadership, campus involvement and creative expression, and by providing services and events in our venues.

The Viking Union... Bringing Together the Campus Community at Western Washington University

ABOUT THE DEPARTMENT:

Viking Union Technical Services provides IT planning and support to the Viking Union, Associated Students, and the Dean of Students. VU Tech Services is responsible for IT asset management, service management, system administration, web development, and user support.

ABOUT THE POSITION:

The Computer Maintenance Assistant 2 works 35 hours per week during the Summer, and 15 hours per week during Fall, Winter and Spring. Applicants for this position must be eligible to work in Summer 2015. Under the supervision of the VU Manager of Information Technology, the Assistant provides the following services:

HELP DESK: The Assistant works independently to provide the first tier of IT support for Associated Students, Viking Union, and Dean of Students employees, including the initial diagnosis of hardware, software, and networking issues and basic troubleshooting to resolve problems. Under the direction of the IT Manager, the Assistant may also assist in more complex projects and troubleshooting. The Assistant may also work with VU Event Services to resolve technical issues in mediated conference rooms.

DOCUMENTATION AND CONTENT MANAGEMENT: The Assistant works with the VU Web Development team to create end-user documentation for web-based applications, including creating and maintaining operator manuals for the Outdoor Center Rental System and the VU Lost and Found database. Under the direction of the IT Manager, the Assistant creates support documentation for AS/VU business applications like MS Office, Quickbooks POS, and the Event Management System.

The Assistant works with Viking Union and Dean Of Students staff to provide content updates to their webpages, including rewriting content and uploading media. The Assistant works with the AS Communications Office to provide content management training to AS offices as needed.

SYSTEM UPGRADES: Over the summer, the Assistant is responsible for implementing the annual computer replacement plan for Viking Union and Associated Students computers, as developed by the IT Manager. The Assistant provides ongoing computer replacement, cable management, and system refreshes as necessary.

REQUIREMENTS:

- Familiarity with Microsoft Windows and the Microsoft Office suite of applications.
- Demonstrated experience learning complex technical processes
- A basic understanding of desktop computer hardware configuration
- Strong written and verbal communication skills
- The ability work independently to solve complex problems
- A commitment to customer service.

The Assistant must be able to lift and carry objects up to 20 lbs. several times throughout the day, be able to work underneath desks and in small spaces for short periods of time, and carry objects up and down a 10ft. ladder on occasion.

Prior experience with Microsoft Active Directory, basic networking principles, and enterprise management systems such as SCCM or Dell KACE is preferred, but not required.

RESPONSIBILITIES:

1. Maintain work schedule as assigned by the IT Manager.
2. Check with the IT Manager on a regular basis for job assignments.
3. Provide Help Desk, Documentation, Content Management, and System Upgrade services as detailed above.
4. Maintain a courteous and helpful attitude with staff and student employees.
5. Complete timesheets accurately and submit them on time to the IT Manager for approval
6. Perform other duties as assigned.

REPORTS TO: Viking Union Manager of Information Technology

WORK TIME: 15 hours/week for Fall, Winter, and Spring. 35 hours/week for Summer

SALARY LEVEL: \$10.00 per hour

APPLICATION PROCEDURE: See "Hiring Procedure"