Position Announcement

The University of Nebraska Computing Services Network is seeking applications from qualified students for the position of Workstation/ PC Support Technician.

Job Description Summary and Responsibilities:

This position assists infrastructure staff with technical support of desktop computers, applications, and related technology. Activities require interaction with application software and operating systems to diagnose and resolve problems. The position interacts with end users and University Central Administration staff. Work is performed with some supervision but requires initiative and judgment.

Duties of the Job:
- Assists staff with the installation, configuration, and ongoing testing/usability of desktop computers, peripheral equipment and software within established standards and guidelines.
- Works with helpdesk and network operations staff as appropriate to determine and resolve problems received from clients.
- Ensure desktop computers operate properly with numerous computer platforms in a multi-layered client server environment.
- Explains basic instructions on use of hardware and software.
- Performs software upgrades on systems, as directed.
- Assist with maintaining hardware and software inventory

Qualifications:

Minimum Requirements:
Must be 17 yrs. of age or older. Students enrolled at the University of Nebraska or other local college. Applicants are required to have experience working with PC's and related Microsoft Office/Windows software. Previous experience in customer service, pc hardware and software, preferred.

- Must be able to work 20 hours per week Mon-Fri between 8:00am-5:00pm. No evening or weekend work. Additional hours may be available during the summer and semester breaks.

Successful candidates will exhibit the following:
- Analytical and problem solving skills,
- Time, task and project management skills; capable of working on multiple projects while maintaining attention to detail
- Good communication skills
- Exercising good judgment and maintaining a professional attitude and demeanor; knowledge of customer service processes;
- The ability to exercise significant initiative and motivation as a self-directed learner to acquire new skills and adopt methods for working with others to be productive and establish trust.
- The ability to work independently, along with the judgment to seek supervision and/or input from others when necessary

Apply on-line at https://careers.nebraska.edu