Student Associate

Job Details
Title: Student Associate
Department: Office of the Chief Information Officer
Organization Name: The University of Texas System Administration
Location: Downtown Austin System Complex (will likely be working remotely depending on COVID-19 situation)
No. of Openings: 5
Hours per Week: 19 (up to 29)
Hourly Rate: $15.00 for undergraduate and $20.00 for graduate level
Earliest Start Date: Immediately
Anticipated End Date: 08/14/2020 (possibly renewed)
Benefits Eligible: No
Semester Credit: No
Application Deadline: None, posted until filled
Work Schedule Options: Flexible Schedule – Monday -Friday during hours 7:30am – 5:30pm (max of 29 hours/week)

About U.T. System
Established by the Texas Constitution in 1876, The University of Texas System consists of fourteen institutions. The University of Texas System Administration (based in Austin, Texas and found on the web at www.utsystem.edu) is one of the nation’s largest systems of higher education.

About The Department
The University of Texas System – Office of the Chief Information Officer provides technology support to The University of Texas System Administration and the Board of Regents Office including computer hardware support, conference equipment support and telephone support.

Position Description
The Student Associate will work with The University of Texas System Administration’s Office of the Chief Information Officer Client Services team to provide IT support for end users and campus stakeholders. Duties will include:
- Basic computer support (Dell computers, Windows 10, MS Office suite).
- Computer refresh i.e. prepare and setup computers for end users.
- Perform basic helpdesk support under the direction of Client Services (help desk) staff.
- Assist with pickup and delivery of equipment to and from the System departments.
- Create and follow checklists to ensure equipment in conference rooms is functioning.
• Answering and routing incoming phone calls to Client Services help desk.
• Create Cherwell help / support tickets.
• Other duties and projects as assigned (e.g., evaluating and deploying Microsoft Azure cloud services, providing training to end users, developing Power BI data and analytics reports, reviewing infrastructure lifecycle, etc.).

Qualifications
Interested students should meet the following criteria:
• Currently enrolled in an accredited university field of study related to computer science or customer service oriented field.
• Basic computer connection skills (connect monitor, keyboard, mouse, etc.)
• Able to offer attention to detail and accuracy in work produced.
• Able to work both cooperatively in a team environment and efficiently in an unsupervised environment.
• Able to commit to a work schedule of a maximum of 19-29 hours per week for the time period specified.

More Information
This position is security sensitive and subject to Texas Education Code 51.215, which authorizes the employer to obtain criminal history record information.

The University of Texas System is an Equal Opportunity/Affirmative Action Employer.

How to Apply
Send one email to fbradley@utsystem.edu with the following, as specified:
• Subject Line should read as follows:
  OTIS Student Associate – Summer Semester – FirstName LastName (Please indicate Graduate or Undergraduate)

• Attach in Word or PDF the following File Attachments
  o Resume
  o Cover Letter
  o References – 3 with contact information