



Internal/External	External
Position Title	Hardware Installation Specialist
UW System Title and Code	User Support Specialist II (IT050)
FTE	100%
Position Information	Principal Work Location: UW-Stevens Point Main Campus, Albertson Hall <u>Supervisor</u> : Al Bond, Manager of User Services <u>Pay Schedule-range</u> : 018, minimum of \$15.38/hour
University Staff Information	<u>Shift</u> : 7:45am-4:30pm, Monday-Friday. Extended hours may be necessary in the beginning of each semester to interview/schedule/meet with students. Evening, Weekend and Holiday hours may be required occasionally.
Department	Information Technology – User Services
University Description	Through the discovery and dissemination of knowledge, UW-Stevens Point stimulates intellectual growth, provides a liberal education, and prepares students for a diverse sustainable world. The university is committed to creating a safe, inclusive learning community for all faculty and staff from a variety of backgrounds. Visit <a href="http://www.joinuwsp.org">www.joinuwsp.org</a> for more information about UW-Stevens Point. To learn about the Stevens Point (aka Point) area fun, jobs, housing, education, quality of life, and bragging rights, visit <a href="http://www.EverythingPointsHere.com">www.EverythingPointsHere.com</a> .
Position Summary	Provides information technology (IT) support services to end users in support of institutional technologist operation. Primary focus is on installing new computer equipment and assisting with advanced troubleshooting of computer hardware and software in computer classrooms, laboratories, and faculty/staff office. As needed, may also provide training to end users on how to use select technologies.
Required Qualifications	<ul style="list-style-type: none"> <li>•Associate’s Degree in CS, CIS, Business Technology, or other technical field</li> <li>•1-2 years’ experience with troubleshooting and installing computing equipment</li> <li>•Software experience must include working knowledge of MS Windows</li> <li>•Hardware experience must include installation of computer components such as hard drives, RAM, graphics cards, and peripherals such as monitors and printers</li> <li>•Excellent customer service skills</li> </ul>
Preferred Qualifications	<ul style="list-style-type: none"> <li>•Bachelor’s Degree, in CS, CIS, Business Technology, or other technical fields or Associates Degree and 2-3 years’ experience with troubleshooting and installing computing equipment</li> <li>•Hardware and software installation experience with Macs and macOS</li> <li>•Configuration and software installation experience of Android and iOS devices</li> <li>•Experience with PowerShell scripting</li> <li>•Experience working in a Higher Educational or Enterprise organization</li> <li>•Certifications such as CompTIA A+</li> </ul>



How To Apply	Please be sure to complete all required fields and include all required documents before submitting your application. To return to a draft application, click on the “My Activities” link at the top of the screen after logging in. Once you click on Submit Application, you will not be able to edit or attach any application materials. After submitting the application, you will receive an Application Confirmation email from the application system. Refer to the “How To Apply” document for more information.
Anticipated Appointment Date	January 17, 2022
Terms of Employment	<p>This is a project University Staff position, at will employment, and non-exempt from the Fair Labor Standards Act. This position is required to serve a six-month probation period. Expectations for the duration of this position are through 2024 with the possibility to extend dependent on performance, available budget, and need through 2025.</p> <p>UW Stevens Point provides a competitive benefits package including monthly premiums starting at \$32, deductibles starting at \$250, auto-enrollment in the Wisconsin Retirement System (pension) with employer contributions, and 17+ days of paid time off (PTO)*. Additional benefits and more information available on our <a href="#">Total Rewards page</a>.</p>
Deadline	To ensure consideration, completed online applications must be received by end of day, 11:59 pm, on January 4, 2022. However, screening may continue until the needs of the recruitment are met.
Required Materials	<p><b>Files must be complete to be considered. Submission in PDF format is preferred for all attachments. Please include the following documents:</b></p> <ul style="list-style-type: none"> <li>- Cover letter addressing qualifications and experience</li> <li>- Resume</li> <li>- Contact information for three professional references</li> </ul> <p>Employment will require a criminal background check. It will also require you and your references to answer questions regarding sexual violence and sexual harassment.</p>
Position Contact	<p>For additional information regarding the position, please call or email:  Al Bond, Search and Screen Committee  Email: <a href="mailto:abond@uwsp.edu">abond@uwsp.edu</a>  Phone: 715-346-4663</p>
Human Resources Contact	<p>If you have any questions regarding the application process, need special arrangements, or if you submitted your application with missing materials, please call or email:  Human Resources  Email: <a href="mailto:human.resources@uwsp.edu">human.resources@uwsp.edu</a>  Phone: 715-346-2606</p>
Special Notes	<p>The University of Wisconsin-Stevens Point is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, religion, color, national origin, sex, sexual orientation, gender identity, age, status as a protected veteran, or status as a qualified individual with a disability. UW-Stevens Point values diversity and inclusion as supported by our mission, “Through the discovery, dissemination and application of knowledge, UW-Stevens Point fosters intellectual growth, provides a broad-based education, models community engagement and prepares students for success in a diverse and sustainable world.”</p> <p>Individuals with disabilities who need a reasonable accommodation during the application or interview process should contact Human Resources and Affirmative Action at 715-346-2606 or <a href="mailto:hr@uwsp.edu">hr@uwsp.edu</a>.</p> <p>The safety and success of students, faculty, and staff at the University of Wisconsin-Stevens Point is paramount. The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act requires the distribution of an</p>



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annual security report to all current and prospective students, faculty, and staff. You may obtain the complete report at <http://www.uwsp.edu/dos/Pages/Annual-Security-Report.aspx>

The University of Wisconsin-Stevens Point will not reveal the identities of applicants who request confidentiality in writing, except the identity of the successful candidate will be released. See Wis. Stat. sec. 19.36(7).

An offer of employment will require a criminal background check and authorization to work within the United States as required by the Immigration Reform and Control Act of 1986.

The University of Wisconsin System is engaged in a Title and Total Compensation (TTC) project to redesign job titles and compensation structures. As a result of the TTC project, official job titles on current job postings may change in Spring 2020. Job duties and responsibilities will remain the same. For more information please visit: [wisconsin.edu/ohrwd/title-and-total-compensation-study/](http://wisconsin.edu/ohrwd/title-and-total-compensation-study/) .”

\*PTO offering prorated based on start date and hours worked.



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