

Info Tech - Client Service & Technical Support Team – Application For Employment

Who we are – When it comes to the fickle technological world, we are the support that students, staff, and faculty members come to for assistance. From big projects like computer lab remodeling to smaller objectives like account management, the IT Service Desk is always here to help.

Listed below are some of the responsibilities you will be learning:

- Providing students, staff and faculty with a variety of technical support. This will include services in the Info Tech - Client Services and Technical Support (CSTS) unit. These services are as follows: providing campus computer lab services, student and staff Customer Service, desktop repair services, and synchronous distance learning services.
- Ability to initiate troubleshooting procedures and either resolve or pass along the information to the correct team.
- Demonstrate consistently good customer service skills.
- Opening and closing of computer labs on campus.
- Support students and staff with technical issues in Computer Labs including printing and general application support.

Starting Pay - \$11.00/hour

Training - You will be paid as you learn the day-to-day activities here at the Service Desk. You will learn more about the customer service we provide, how we initiate and conduct projects, and how to work together to complete our responsibilities.

Provided Services - The Service Desk provides a multitude of services to students and staff. From account management to computer repairs and laptop rentals, we provide our students and staff with options to fit their needs. We also provide our staff and students with useful information when it comes to using Microsoft 365, adobe products, printers, and more.

Scheduling - Scheduling during the school semester will be determined by your class schedule. Please submit your class schedule for the semester to the itsvdesk@uwsp.edu so that we can create a schedule to fit your classes. The minimum hours we require students to work during the school semester is 10 hours a week while the maximum hours a student can work is 25 hours.

Duties - Here are some typical tasks for a Service Desk Associate:

- Be able to help staff and students with any locked or disabled accounts.
- Make appointments for users to come to the Service Desk with any problems they may be facing.
- Resolving printer issues, manage equipment rentals and returns, assist with internet and ethernet connectivity problems, and work on long-term incidents that require more attention.
- Answer calls from student and staff users, reply to emails with questions or concerns, and communicate with fellow colleagues, leads, and teams to resolve problems and coordinate projects.

Please submit your application either online to the itsvdesk@uwsp.edu email address or bring a physical copy to the IT Service Desk. We are located on the 1st floor of Albertson Hall. If you have any questions, feel free to call us at (715)-346-4357.

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Position Applying For: **Client Services and Technical Support Team**

Date: _____

Personal Information

Name: (Last) _____ (First) _____ (Middle) _____
Student ID #: _____ Do you qualify for Work Study (select one)? Yes No Maybe*
*See Financial Aid Services for more info

Local Address: (Street) _____ (City) _____ (State) _____ (Zip) _____

Permanent Address: *(Leave Blank if Same)* (Street) _____ (City) _____ (State) _____ (Zip) _____

Cell Phone (with area code) _____

Home Phone (with area code) _____

Major _____

Minor _____

Expected Graduation Date _____

How did you hear about this position?

Are you acquainted with anyone employed by UWSP Information Technology?(check one) Yes No

If yes, please provide the name of the individual:

Have you ever been convicted of a crime? (check one) *(Do not include minor traffic violations)* Yes No

If yes, please explain:

What experience do you have that would make this job a good fit for you?

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Work Experience

Please list your previous work experience, beginning with your most recent employer. Attach a separate sheet if necessary.

Employer 1	
Place of Employment	
Start Date – End Date	
Job Title	
Duties Performed	
Employer 2	
Place of Employment	
Start Date – End Date	
Job Title	
Duties Performed	

Have you ever been dismissed or forced to resign from any employment? If yes, please describe:

Experience:

Listed below are some common computer platforms and software that Information Technology supports. Please write the number next to each item that best indicates your level of experience.

0 = No Experience, 1= I have heard the application, 2= I have used the application before, 3 = I have had 2+ years of experience using this application.

Operating systems		Software Skills		Additional	
Linux		Microsoft Excel		Active Directory	
iOS		Microsoft Outlook		Inventory Systems	
Android		Microsoft SharePoint		Documentation	
Chrome OS		Microsoft Word		Network Connection	
Mac OS		Microsoft Teams		Office 365 OneDrive	
Windows 7		Adobe Photoshop		Scheduling Software	
Windows 10		Adobe Illustrator		Ticketing Systems	

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Do you have experience troubleshooting printers? If yes, please describe:

Do you have any customer service experience? If yes, please describe:

Do you have any experience providing customer service over the phone? If yes, please describe:

Do you have any experience building computers or performing computer repairs (hardware or software)?
If yes, please explain:

Would you be interested in creating content (Graphic Design/Photography) for our Social Media?

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References

Reference 1	
Name	
Company/Relationship	
Current Telephone	
Reference 2	
Name	
Company/Relationship	
Current Telephone	
Reference 3	
Name	
Company/Relationship	
Current Telephone	

List any technology courses that you have taken at UWSP or other colleges:

Do you have any special skills/talents that you would like us to know about you?