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SSWTech Position Description

Title: Student Computer Consultant (50% FTE)

BASIC FUNCTIONS AND RESPONSIBILITIES

Direct support of the School of Social Work computer labs plus consultation and help desk support to students, faculty and staff on a variety of software applications, printer questions and other computing related questions.

TYPICAL WORK

Provide assistance to Lab users on software and hardware (printer, scanner, zip drive) use.

Provide assistance to faculty and staff on software questions, printer problems, and minor hardware concerns.

Provide training to faculty, staff and students on a variety of supported software and hardware, both through one-on-one tutorials and in conducting workshops on selected software.

Assist with tasks related to the distribution of computing equipment and the rendering of services related to computing, including inventory and other administrative tasks related computing and media services in the School.

Perform related duties as required.

MINIMUM QUALIFICATIONS

Demonstrated knowledge of Windows, Word & Excel for Windows, Internet Browsers and email software is required.

Demonstrated ability to perform work in an independent manner, using professional customer service communication skills.

Ability and desire to work effectively in a multi-cultural and multi-ethnic environment.

DESIRED QUALIFICATIONS

Experience with a range of software (e.g., Powerpoint, Excel, SPSS, etc).

Professional demeanor, reliability and ability to learn new programs quickly and independently.

Hardware and software troubleshooting skills.

Experience tutoring or teaching one-on-one or with small groups.

Demonstrated skill in communicating technical information to people from diverse backgrounds in a socially sensitive, friendly, and understandable manner.

Demonstrated skill in independently seeking out needed information from a variety of information sources (on hardware and software issues), including various sites on the Internet.

A two-year commitment to the position is desired (this may or may not include summertime work—that would be made clear at the time of hiring).

CONDITIONS OF EMPLOYMENT

Candidate must be a current MSW student in the School of Social Work and eligible to qualify for a Graduate Student Assistantship (this is not work-study and is not based on financial need).

This position is half-time (20 hours/week). Position **REQUIRES** availability and ability to work shifts on weekend days AND weekdays/evenings from 8am-9pm.

SUPERVISION RECEIVED

The Student Computer Consultant will receive direct supervision from the Director of Information Technology and may also receive task assignment and/or direction from the Computer Maintenance and Digital Media Technician.

HOW TO APPLY

Please submit the following in PDF format:

- A cover letter expressing interest and qualifications
- Current resume

Email complete application to Tim Hunt: thunt@uw.edu by June 30, 2014. Please include “Lab Consultant” in the subject line.

Selection and Notification:

Applicants will receive a confirmation email, within a week, that their materials have been received. Applicants should keep this confirmation email for their records. Failure to receive this email means that the materials were not submitted or received.

The selection process will include evaluation of applications in relation to the job description requirements. Only those applicants who most closely meet the needs of the department will be invited to continue in the selection process. All applications will receive notification by August 31, 2014.

The University of Washington is an affirmative action, equal opportunity employer. The **School of Social Work** is dedicated to the goal of building a culturally diverse and pluralistic faculty and staff committed to teaching and working in a multicultural environment and strongly encourages applications from women, minorities, individuals with disabilities and covered veterans.