

University of Dubuque
Student Employment Opportunities

JOB TITLE:	TECHNOLOGY ASSISTANT
Department:	Technology
Location:	Van Vliet Hall – Network Hub Rm 107
Supervisor:	Sherry Cusick
Phone Number:	563-589-3721
Email:	scusick@dbq.edu
Job Responsibilities:	<ul style="list-style-type: none"> • Provide secondary support for Technical Support/Helpdesk which includes email phone or walk-in clients. • Maintain organized methods of work order generation and follow-up procedures for resolution, documentation, and communication related to help requests, under the direction of the Technical Support/HelpDesk. • Provide secondary support for the Microcomputer Specialist which can include (under supervision): Transport, setup and troubleshoot hardware workstations and/or peripherals. Install and/or support the functionality of Microsoft Applications and other applications. Assist with maintaining accurate records of inventory. • Provide incidental assistance to the Network Specialist. • Provide incidental assistance to the Director of Technology. • Provide incidental assistance to the Director of Information Systems. • Perform duties in a manner that assures security of confidential and/or sensitive information.
# of Positions:	4
Potential student name(s):	