

**Position Title:** Library Systems Student assistant.

**Department: UWM Libraries**

This position involves a variety of PC, peripheral and network-related support tasks within the library. Students completing employment here have gained experience with a variety of troubleshooting and technology tasks, such as installing desktop PCs and Laptops and troubleshooting a wide range of issues.

**Position Purpose:**

Assist the Systems Department in providing desktop support to UWM Libraries staff and public PCs/Laptops and peripherals.

**Areas of Responsibility:**

Tasks include the investigation of problems caused by software or hardware. Assist the Systems Dept. with maintenance of staff and public PCs/Laptops and peripherals, including troubleshooting and printing issues. In addition, assist with physical maintenance including basic hardware repairs and cleaning.

Assist in the distribution of new staff PCs/Laptops.

Respond to problem reports from library staff, working with Systems staff as needed to resolve the problems.

**Working Relationships:**

Requirements include a close working relationship with the Systems Dept. and with UWM Libraries staff personnel and public users.

**Knowledge and Skills Required:**

Minimum requirements: experience and familiarity with Windows XP. Previous experience installing and supporting software on PC's/Laptops strongly preferred. Experience with imaging such as Ghost and Prism preferred. The ability to work carefully and with patience and good judgment is required.

**Physical Demands:**

Working Environment:

This position on occasion needs to be able to unpack and lift equipment (up to, and including 70 lbs.) onto hand trucks and onto tables, equipment includes laser printers and scanners. This position must also be able use a computer keyboard and mouse, or pointing device. This position requires personal interaction with the public and library staff. The incumbent is involved in troubleshooting equipment and needs to be able to understand, respond to, and ask questions about reports of equipment problems in a timely and professional manner.

**Environment:**

The work environment is in the Golda Meir Library.

**Interested:**

Please visit the Personnel Department (Library W149A) UWM Libraries, Monday – Friday 8:00am – 4:30pm or call (414) 229-6201.

April 28, 2008