Information Technology Assistant Position

Position Title
Office for Sustainability Information Technology (IT) Assistant

General Summary
The Office for Sustainability (OfS) is seeking a student IT support assistant to provide computer hardware, software, and other routine technical support. This position will support and help maintain a network of over 20 Mac workstations, 2 PC's running MS Windows, operating system software, and application software (including but not limited to Microsoft Office/Adobe Creative Suite/Filemaker Pro).

Major Duties
- Conducts desktop and laptop operations and maintenance.
- Maintains up to date documentation on service and standard operating procedures.
- Provides end user support for technical and non-technical staff.
- Assists new staff people on the location and use of shared files and other troubleshooting.
- Acts as liaison to the Office of Information specialists to ensure compliance with OIT standards.

Minimum Qualifications
- Experience with Mac hardware components and operating systems as well as a keen interest in computer-based information systems and technology.
- Excellent analytical skills and the ability to troubleshoot and resolve hardware and software problems.
- The ability to research and understand technical documentation, and an understanding of how to apply various technical resources.
- Ability to perform tasks such as providing operating systems and application software installations and upgrades and virus protection.
- Able to interact effectively with OfS and OIT staff while working independently.

Desired Qualifications
- Ability to interact with the general WMU student body, faculty, and staff
- Personal commitment to sustainability

To Apply
1. Complete the application (including writing samples) found at http://www.wmich.edu/sustainability/opportunities/jobs
2. Email applications to wmu-sustainability@wmich.edu or send hard copies to 1903 W Michigan Ave, Kalamazoo, MI 49008-5286.

Closing Date: open until filled

Note: This description indicates the general nature and level of work performed by employees in the above job. It is not intended to be a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to the job.