

## The University Libraries IT Department is seeking Multiple Information Technology Student Assistants

### Position Description:

The University Libraries Information Technology Team is searching for multiple student assistants. Student assistants will help support the computing, networking, hardware and application needs of the UB Librarians faculty and staff. Student assistants will be required to work **10 to 15 hours** per work week, **Monday through Friday** at the rate of **\$15/hour**.

Required Duties include (but not limited to):

- Assisting with computer installations, moves, pickups and drop-offs.
- Troubleshooting computer Operating Systems, and software.
- Working with computer, laptop, printer and scanner hardware and their components
- Answering phones and assisting users with technology issues as well as inputting tickets for the IT Team.
- Technology inventory management and organization
- Computer software imaging and installations
- Remote support for Libraries faculty and staff.
- Transporting IT equipment to/from multiple Libraries locations (North Campus, South Campus, etc...)

Preferred Skills:

- Familiarity with Computer hardware (Dell, Apple, etc.)
- Microsoft Windows 10 Operating System
- Microsoft Office 365 and other 365 apps
- Customer Service experience
- Great Organization and time management

To Apply, please send the following to [ulit@buffalo.edu](mailto:ulit@buffalo.edu) by end of business on **Friday Sept. 17<sup>th</sup>**.

- **Cover Letter** explaining desire and qualifications
- Detailed **Resume** including employment history

### **Note:**

\*\*Candidates must be enrolled in at least 12 credit hours as an undergrad at UB to qualify.

\*\*\*If the candidate already has an on campus position as a student assistant, they must disclose this when applying. Student assistants cannot have a maximum amount of hours exceeding 20 during regular semesters and 29 hours on breaks.