UNIVERSITY OF WISCONSIN – MILWAUKEE
Mathematical Sciences Department

POSITION TITLE

Information Technology Assistant

POSITION SUMMARY

Reporting to the department manager and front office manager under general supervision, this position is responsible for assisting the administrative and instructional staff with information technology service needs in the Department of Mathematical Sciences.

The incumbent provides technical assistance to departmental faculty and staff and coordinates higher level support with the L&S IT Office as necessary; develops and maintains departmental online and Excel forms, data, and reports, and maintains departmental website and assists with faculty web sites; and ensures that all departmental administrative and instructional equipment is functioning properly for instructional labs and related academic activities.

The department is made up of approximately 32 faculty, 4 teaching academic staff, 30 part-time lecturers, 3 permanent office university staff, and 70 teaching assistants. The department offers over 500 course sections per academic year and is housed in the Engineering and Mathematical Sciences (EMS) Building.

Goals and Worker Activities

60% A. Information Technology Assistant

A1. Provide desktop support, troubleshooting and resolving technical problems and/or provide assistance to the L&S IT Office as appropriate to administrative and instructional staff.
A2. Serve as departmental liaison with L&S IT Office related to technology support issues in the department for administrative and instructional staff needs. Research, evaluate and provide feedback on problematic issues, trends and patterns.
A3. Develop and maintain departmental web pages and assist faculty with the development and maintenance of faculty websites. This includes development using HTML and also web page updates using the campus Content Management System.
A4. Develop data collection surveys, reports, and other web applications in support of departmental administrative and academic activities.
A5. Provide technical training to administrative and instructional staff. Develop technical documentation for end users when necessary. Participate in the development, analysis, and refinement of systems requirements.

20% B. Equipment Consultant and Management Support

B1. Provide assistance to administrative staff on the procurement of new departmental computer and technology related equipment.
B2. Manage and provide support to administrative and instructional department computers, printers, and copiers. This includes monitoring equipment and supply inventory, ordering printer toner and other supplies.

B3. Ensure equipment in academic offices and computer labs are functioning properly and providing the optimal environment for instructional labs and related activities.

B4. Maintain knowledge of computer-based and other technologies, determine applicability to departmental instructional facilities and activities and provide consultation to the administrative and instructional staff.

20%  C.  Front Office Administrative Support

C1. Act as department office’s contact person and support for front office inquiries by answering telephones and greeting visitors when necessary; expected to answer routine inquiries about university or program policies and procedures; screen and direct calls; leave written and email messages when appropriate.

C2. Serve as courier for confidential and time-sensitive documents & materials to and from other departments and offices on campus; distribute incoming mail; receive and distribute packages to appropriate recipients; Process outgoing mail as requested.

C3. Assist department employees with copier machine use, such as duplicating and collating examinations and other documents; monitor and replenish supplies in copy room.

C4. Assist the administrative staff, Department Chair and/or faculty members on various projects: compile and input data for statistical reports, program guides and reviews, annual reports, and other projects.

The goals and work activities listed are intended to describe the essential functions of persons assigned to this job. They are not intended as an exhaustive list of all job duties, responsibilities, and requirements.

Knowledge, Skills, and Abilities

1. Knowledge of fundamental information technology concepts, principles, and practices, including computer trouble-shooting skills.
2. Structured approach to problem solving and ability to document common processes and procedures.
3. Ability to communicate effectively with faculty, students and staff related to information technology and other technical issues and strategies.
5. Knowledge of website development and Adobe products: Acrobat, Photoshop, InDesign, etc.
6. Ability to multi-task and prioritize work tasks that are given by multiple individuals.
7. Demonstrate organizational skills, independent judgment and initiative, excellent writing skills, analytical skills, and problem solving ability.

Working Conditions While Performing Essential Functions
Exposure to low-level noise and chemicals related to operation of equipment such as computers, printers, shredder, and photocopier.

**Equipment Used to Perform Essential Functions**

Computer terminal, scanner, typewriter, photocopy machine, fax machine, calculator, and shredder

**Confidentiality**

It is my responsibility, as a University of Wisconsin-Milwaukee employee, to ensure the security and confidentiality of customer records and information; protect against any anticipated threats or hazards to the security or integrity of such records and information; and protect against unauthorized access to or use of such records or information that could result in substantial harm or inconvenience to any customer.

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