

Technology & Communications Assistant

Diversity Statement

At the University of Washington, diversity is integral to excellence. We value and honor diverse experiences and perspectives, strive to create welcoming and respectful learning environments, and promote access, opportunity, and justice for all.

The Academic Services team at DRS values diversity as a business asset. Because we partner with every UW academic program and serve many different students, our work benefits from a team with a wide range of background skills, interests, ages, abilities/disabilities, neurodiversity, and work experience. We actively seek out transfer and first-year students, students in all majors and graduate programs, and international students; our combined array of life experiences significantly improves the quality of our work.

Job Description

Under the supervision of the Assistant Director for Academic Services, Technology & Communications Assistants support IT efforts within the program and contribute to day-to-day operations. Examples of duties include assisting with workstation setup/maintenance and network administration; maintaining work records with UW's service management (ticketing) system; troubleshooting departmental software and hardware issues; interacting with UW-IT on specific projects; and communicating via email with students, vendors, and other parties as needed.

Supervision

This position will report to the Assistant Director for Academic Services, or delegate.

Educational Benefits

DRS provides employees with a meaningful work experience. As members of the Academic Services team, employees can engage in a variety of experiences including staff orientation and training, leadership development, and side projects that build connections across the department with peers and professional staff. Some of the intended learning competencies that will be developed in this position include:

- Working in teams drawn from multiple disciplines and varied backgrounds
- Skilled communication (written and oral, technical, and nontechnical) with people from a variety of backgrounds
- Enhanced ability to think critically and independently
- Proficiency in desirable specialized computer skills, including collaboration tools, databases, helpdesk/customer service applications
- Understanding and applying systems thinking
- Completion of specific projects/deliverables for outside clients
- Knowledge of state and federal laws pertaining to students with disabilities in higher education
- Knowledge of the numerous ways people with disabilities use adaptive technology

Minimum Qualifications

- University of Washington matriculated student
- High attention to detail; work to identify and correct errors when made
- Dedication to accuracy in tasks performed (documentation)
- Willing and able to learn and master new tools and technical processes
- Able to work both independently and in a team setting
- Able to pass a background check and handle sensitive/protected information
- Competency in working with a diverse population

Job Hours, Pay, and Location

Student employees: 10-19.5 hours a week, M-F, \$17.27-20.00 per hour, depending on experience.

Available work hours are Monday-Friday from 8am-8pm during the academic year. Operation hours vary during finals weeks, academic breaks, and summer quarter.

Schedules are based upon employees' course schedules and/or other responsibilities, along with department workload. Ideal candidates can give at least one academic year (9-12 months) commitment and are available to work during summer and/or academic breaks. During these periods, student employees have the option to work up to 40 hours a week if not enrolled in courses.

Employees work at multiple locations on the UW Seattle campus; depending on job duties, some senior team members also work remotely on a case-by-case basis.