

## **UCLA Athletics CS Job Opportunity**

UCLA Athletics is looking for Computer Science majors with the disposition, aptitude, and motivations to be helpdesk clerks. This is an excellent opportunity to gain experience toward your career. And maybe you'll be able to fix your favorite coach's computer!

### **Duties:**

Systematically troubleshoot users' technical problems including but not (even close to being) limited to:

Computer/PDA/printer malfunction, software installation/ updates/bugs, viruses/spyware, network connectivity, email issues, etc. via phone, email, or in person.

Monitor the helpdesk phone and email messaging system and record calls.

Train users in prevention of and recovery from problems.

Write up documentation/procedures on troubleshooting techniques and solutions.

Order and monitor supply inventory.

Perform light clerical duties in IT office to maintain a functionally excellent work environment.

Research and keep apprised of modern technology relevant to our user community.

### **Requirements:**

Excellent problem solving ability and resourcefulness.

Excellent verbal and written communications skills.

Applicant must maintain professionalism, reliability, patience, and tactfulness amidst sometimes stressful and time-pressured tasks and with distraught users.

Must be able to lift 30 pounds.

Preferred applicant will be able to demonstrate their working knowledge their working knowledge in Microsoft Office (Word, Excel, Access, Outlook), pcAnywhere, various anti-virus solutions, Windows XP/7 and Windows Servers, Mac OSX.

Must maintain a C average in all classes.

### **Hours:**

Maximum of 19 hrs per week. Flexible Scheduling.

### **Salary:**

\$10-\$15/hour

### **Contact Info:**

Main: [DChen@athletics.ucla.edu](mailto:DChen@athletics.ucla.edu)

(Please include resume and class schedule)