

OCIO Fall 2023 Client Services Student Associates



THE UNIVERSITY of TEXAS SYSTEM
THIRTEEN INSTITUTIONS. UNLIMITED POSSIBILITIES.

Department	Office of the Chief Information Officer
Institution	The University of Texas System
Location	Austin
No. of Openings	Multiple
Hours per Week	19.5
Hourly Pay Rate	Minimum \$18/hr for undergraduate students Minimum \$21/hr for graduate students
Work Schedule	Monday to Friday, specific hours are flexible (maximum of 19.5 hours/week)
Earliest Start Date	Immediately
Expected End Date	5/31/2024
FLSA Status	Non-Exempt
Benefits Eligible	No

About UT System

Established by the Texas Constitution in 1876, The University of Texas System consists of eight academic and five health institutions. [The University of Texas System](#) is primarily based in Austin, TX and is responsible for the central management and coordination of the thirteen institutions. Diversity and inclusion are core values for UT System, which serves the needs of a diverse and growing state. To that end, our review of applications will embrace the principles of the [veterans](#) and [former foster children](#) employment preferences (state laws), all of which are intended to promote diverse interview pools.

About the Office of the Chief Information Officer

The Office of the Chief Information Officer provides support to UT System Administration staff and departments by providing proactive, customer-focused information management and technology services and ensuring a secure technology infrastructure.

Position Description

Intern will lead and support projects to enhance productivity of the UT System Administration staff. Projects will be in the Client Services area (help desk).

Essential Functions

The Student Associate will work with The University of Texas System Administration's Office of the Chief Information Officer Client Services team to provide IT support for end users and campus stakeholders. Duties will include:

- Basic computer support (Dell computers, Windows 10, Microsoft Office 365).
- Computer refresh i.e. prepare and setup computers for end users.
- Perform basic help desk support under the direction of Client Services (help desk) staff.
- Assist with coordination of pickup and delivery of equipment to and from the departments.
- Create and follow checklists to ensure equipment in conference rooms is functioning.
- Answering and routing incoming phone calls to Client Services help desk.
- Create Cherwell help / support tickets.
- Other duties and projects as assigned (e.g., assisting with project management, evaluating, and deploying Microsoft Azure cloud services, providing training to end users, developing Power BI data and analytics reports, reviewing infrastructure lifecycle, etc.).

Required Qualifications

Interested students should meet the following criteria:

- Currently enrolled in an accredited university field of study related to computer science or customer service-oriented field.
- Basic computer connection skills (connect monitor, keyboard, mouse, etc.)
- Able to offer attention to detail and accuracy in work produced.
- Able to work both cooperatively in a team environment and efficiently with limited supervision.
- Able to commit to a work schedule of 19.5 hours per week for the time period specified.
- Knowledge of general office practices and administrative procedures.
- Strong organization skills.
- Strong communication skills.
- Ability to manage a variety of tasks.
- Ability to use standard office equipment and software.
- Familiarity with Microsoft 365 and information technology is helpful.

Working Conditions

Work is performed in an office environment. Uses personal computer and other standard office equipment. Requires occasional travel, and evening or weekend hours.

How to Apply

Send one email to OCIO.Student.Applications@utsystem.edu as specified below.

- Subject Line: OCIO Summer 2023 Client Services Student Associates - First Name Last Name
- Attach the following documents as Word or PDF files:
 - Employment Application (https://cms.utsystem.edu/sites/default/files/offices/human-resources/JobPostings/Employment_Application.pdf)
 - Resume
 - Cover Letter

Additional Information

This position is security sensitive and subject to Texas Education Code 51.215, which authorizes the employer to obtain criminal history record information.

Equal Opportunity/Affirmative Action

The University of Texas System is an Equal Opportunity/ Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, age, disability, veteran status or sexual orientation. Reasonable disability accommodation may be requested by contacting the [Office of Talent & Innovation](#).

Please direct questions to the [Office of Talent & Innovation](#).