

Part-Time Student Associate



The University of
Texas System

Department	Office of the Chief Information Officer
Institution	The University of Texas System
Location	In-Person at 210 W. 7th St., Austin, TX (UT System Building)
No. of Openings	Multiple
Hours per Week	19.5
Hourly Pay Rate	Minimum \$18/hr for undergraduate students Minimum \$22/hr for graduate students
Work Schedule	Monday to Friday, specific hours are based on shifts (maximum of 19.5 hours/week)
Earliest Start Date	Immediately
Expected End Date	December 13, 2024
FLSA Status	Non-Exempt
Benefits Eligible	No

About UT System

For more than 140 years, The University of Texas System has improved the lives of Texans — and people all over the world — through education, health care, and research. The System consists of nine academic institutions, five health institutions, and The University of Texas System Administration. The institutions of the UT System employ more than 116,000 faculty, health care professionals, researchers, support staff, and student workers.

The UT System Administration is primarily based in Austin, Texas. It supports the missions of the System's fourteen institutions by providing financial, legal, planning, purchasing, government relations, communications, development, and other central services. Serving a growing state, the UT System Administration strives to provide a welcoming, supportive work environment that embraces different perspectives - not only because it enables the organization to be stronger, creative, and thoughtful, but because it is the right thing to do. To that end, UT System Administration embraces state laws on [military](#) and [former foster children](#) employment preferences.

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

The Client Services Student Associate will play a pivotal role in supporting and enhancing the productivity of the UT System Administration staff through various IT-related projects within the Client Services (help desk) area. This role is ideal for students looking to gain practical experience in information technology and client support.

Essential Functions

- Provide basic IT support for end users, focusing on Windows, Mac, Device support, and Microsoft Office 365.
- Assist in computer refresh projects including preparation and setup of computers for end users.
- Offer basic help desk support under the guidance of Client Services staff.
- Coordinate the logistics for the pickup and delivery of IT equipment across departments.
- Maintain and ensure functionality of equipment in conference rooms through regular checks and maintenance.
- Manage incoming calls for the Client Services help desk, ensuring efficient routing and resolution of queries.
- Create and manage help/support tickets to track and resolve user issues.
- Participate in additional projects and duties as needed to support various IT initiatives and improvements within the department.

Knowledge, Skills, & Abilities

- Understanding of general office practices and administrative procedures.
- Strong organizational and communication skills, capable of managing multiple tasks efficiently.
- Proficiency in using standard office equipment and familiarity with Microsoft 365 and basic IT principles.
- Demonstrated customer service skills, with a focus on providing exceptional support and resolving issues effectively.
- Enthusiasm for learning and adapting within a dynamic IT environment.

Required Qualifications

- Currently enrolled in an accredited university.
- Basic technical proficiency, including connecting and setting up hardware such as monitors, keyboards, and mice.
- Attention to detail and a commitment to producing accurate work.
- Ability to work both independently and collaboratively within a team environment.
- Availability to work 19.5 hours per week for the specified term.

Preferred Qualifications

- Prior experience working in a similar client services role.

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 Student Associate – Fall 2024 - First Name Last Name (Please indicate Graduate or Undergraduate)
- Attach the following documents as Word or PDF files:
 - [Employment Application](#)
 - 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 Administration is a federal contractor committed to providing equal employment opportunity for all qualified applicants and employees in all terms and conditions of employment. U. T. System will provide equal employment opportunity to all qualified persons and will not discriminate on the basis of race, color, sex, sexual orientation, gender identity/expression, pregnancy, religion, national origin, age, disability, genetic information, protected veteran status, or any other characteristic protected by federal or state laws.

For information on accommodations for individuals with disabilities, please contact the Office of Talent and Innovation at oti@utsystem.edu.