**Information Technology Infrastructure Services Assistant**

Network Services Assistant, under direct supervision, duties may include, but are not limited to:

* Providing the EWU community with technical support and computing services for many areas across campus.
* Follows routine procedures for the replacement and deployment of hardware.
* Completes assigned tasks in relation to project work.
* Keeps areas of work clean and organized.
* Under direct supervision performs hardware maintenance when needed.
* Takes direction from full time staff and self-motivates.
* Deploy new hardware to clients.
* As directed, creates documentation related to technical operations.
* Works for other areas in IT as directed.
* Follows procedures to set up peripherals such as printers, KVM, headsets, IP phones, speakers, etc.
* Provides daily support for technology users.
* Monitor and self-assign tickets in IT ticketing system.
* Perform other tasks and duties as assigned.
* Work with on-campus support/hardware-software vendors/management to assist with resolving technical problems quickly and accurately.
* Troubleshooting problems and responding quickly to fixes and updates.
* Performing other related duties as assigned or required.

\*This position is subject to passing a criminal background check.

This position will report to the Network Manager, in the information technology department at Eastern Washington University.

This position will work up to 19 hours, Monday thru Friday 8-5. During Academic and Summer breaks up to 29 hours.

Minimum Qualifications

Applicant must possess excellent written and oral communication abilities.

Applicant must work with enthusiasm and take initiative.

Applicant must be detail oriented with strong problem-solving skills.

Applicant must have IT and technical skills, or the ability to learn.

Applicant must be able to lift up to 45 lbs., which requires training by EH&S.

Applicants must be able to work independently and as part of a team, be reliable, responsive, organized, sensitive to the needs of a diverse population, willing to take direction, follow guidance, and complete work unsupervised in a timely manner.

Preferred Qualifications

* Have a strong interest in either networking, cloud, desktop administration, and/or server infrastructure.
* IT and technical skills or the ability to learn with emphasis in networking, cloud, desktop administration, and/or server infrastructure fundamentals.
* Teamwork and interpersonal skills.
* Familiarity with types of network cabling and connectors.
* Familiarity working in an office environment.

 *This position, during the course of university employment will be involved in the receipt of, or accountability for, university funds or other items of value; as well as the unsupervised access with the developmentally disabled, vulnerable adults or children under the age of 16. The offer of employment is contingent upon successful completion and passing of a background check prior to beginning employment.*

**Student employees are subject to EWU’s employment Policies and Procedures and the EWU Student Code of Conduct. As a student employee, you are expected to adhere to both. Please be advised that violations of the EWU Student Code of Conduct may affect your employment on campus, even if the conduct occurs beyond the scope of your job responsibilities.**

**All new employees must comply with EWU immunization Policy 602-02 and provide proof of immunity or vaccination to MMR and proof they are fully vaccinated before beginning work at EWU. Waivers for the immunization requirements are available for medical or sincerely held religious beliefs.**

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Range B, Experienced