

# Student Associate



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 (up to 30)  
Work Schedule: Flexible Schedule – Monday -Friday during hours 7:30am – 5:30pm;  
Earliest start date: immediately through 5/31/22 (subject to change)  
Compensation: \$15.00 for undergraduate and \$20.00 for graduate level  
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 six health institutions. [The University of Texas System](#) is based in Austin, TX and is responsible for the central management and coordination of the fourteen institutions.

## About Office of the Chief Information Officer

The University of Texas System – Office of the Chief Information Officer provides technology support to The University of Texas System Administration and the Board of Regents Office including computer hardware support, conference equipment support and telephone support.

## 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., 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 in an unsupervised environment.
- Able to commit to a work schedule of 19.5 hours per week for the time period specified.

**How to Apply**

Send one email to fbradley@utsystem.edu as specified below.

- Subject Line: OCIO Student Associate – Fall/Spring – FirstName LastName (Please indicate Graduate or Undergraduate)
- Attach the following documents as Word or PDF files:
  - Resume
  - Cover Letter
  - 3 Professional References (incl. contact information)

**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](#).