University of Wisconsin – Whitewater
Position: Student IT Assistant
Department: Continuing Education/Graduate Studies

Position Summary:
Under the supervision of the IT Professional II, this student position will assist in the creation/updating of department websites, registrations events for camps, conferences, and all for-credit and non-credit programming through the School of Graduate Studies and Continuing Education, capture photos/videos with guidance of ITP2 of events and provide tech support our department.

GENERAL DUTIES
- Manage GCETech email account, ensuring timely responses to inquiries.
- Review scheduling project software to ensure the completion of assigned weekly tasks.
- Communicate effectively with team using designated chat software.
- Participate in group, department and GCETech staff meetings.
- Use Silktide to audit our websites for compliance with WCAG 2.1 accessibility standard

TECH SUPPORT | ASSIST ITP2
- Provide IT assistance for sponsored events with guidance from ITP2
- Capture photos and videos. Follow best practices for video production, such as organizing raw footage, using intros and outros for branding, and creating dedicated thumbnails to attract viewers.
- Perform special projects as needed

WORK SCHEDULE
- 10-25 hours/week during the academic term, nights and weekends as needed
- 20-40 hours/week during the summer, nights and weekends as needed

QUALIFICATIONS
- Excellent interpersonal and collaboration skills
- Ability to work with urgent deadlines, flexible priorities and manage multiple assignments
- Excellent written and oral communication skills, able to communicate effectively at all levels of the organization
- Ability to utilize technology resources throughout campus
- Willingness to learn new technology
- Knowledge of clerical duties such as writing emails
- Willingness to work nights and weekends, as needed