



Information Technology Graduate Assistantship

for the 2018-2019 Academic Year
(20 hours per week)

Technology and Libraries

The University of New Mexico University Libraries provides exceptional information, services, and facilities in support of the UNM community. Technology forms the backbone of all library services, making the library's IT Services team a vital partner in helping students, researchers and faculty fulfill their academic and research goals. This assistantship provides the opportunity to gain experience providing a wide array of IT services in a large organizational setting.

Duties and Responsibilities

The Information Technology Graduate Assistant works as an integral member of the Library IT Services Workstation and User Services Team performing the following duties:

- Configuring, managing and repairing computers, printers, and other devices used by university Libraries faculty, staff and students.
- Managing computer lab/classroom systems.
- Evaluating and testing new or updated software programs and software development procedures.
- Providing in-the-field assistance to users with various computer hardware and software issues.
- Assisting in maintaining inventory of technology equipment and supplies.
- Other IT-related duties as assigned.

Terms of the Award

The award is for \$15,000 for the 2018-2019 Academic Year. The fellow will work 20 hours per week during the fall and spring semesters: August 20 to December 15, 2018, and January 14 to May 11, 2019. Fellows must be enrolled in at least 6 credit hours each semester.

Assistantship Requirements

Applicants for the Information Technology Graduate Assistantship should have exceptional communication and customer service skills. They should also have knowledge, skills and abilities in several of the categories listed below:

- Knowledge of relevant state-of-the-art technology, equipment, and/or systems including handheld devices and various Apple products.
- In depth knowledge of Microsoft software and services (including operating systems and productivity software such as Microsoft Office).
- Some knowledge of OSX and iOS a plus.
- Knowledge of LAN management techniques (Microsoft's Active Directory experience preferred).
- Skill configuring, troubleshooting and repairing personal computer hardware.
- Ability to evaluate and solve information technology problems.
- Ability to provide technical guidance and training to end users.

Working Conditions and Physical Effort

IT Graduate Assistants work is normally performed in a typical interior/office work environment, with some physical effort required. Some walking and transport of equipment between library branch locations will be required.

Instructions for Applicants

To Apply for this Assistantship, Please Provide the Following:

1. A letter of application listing your contact information, current academic GPA, and a description of your qualifications.
2. Your current Résumé or Curriculum Vitae.
3. Xeroxed or unofficial copies of your college transcripts.
4. Two letters of reference from individuals who are familiar with your academic or work experience.
5. Apply by June 15, 2018 for best consideration.

Please email your completed application packet to:

Kevin Comerford, Associate Professor
 Director of IT Services
 Email: kevco@unm.edu
 (505) 277-6341
 UNM University Libraries

**Application Deadline: Apply by June 15, 2018 for Best Consideration
 Position will remain open until filled**