

Department of Sociology

Graduate Staff Position: Technology GSA

Provide technical support to faculty, staff, and graduate student lab for the Department of Sociology, up to 20 hours per week or 220 hours per quarter. Operate under the supervision of the senior computer specialist and department administrator.

SOFTWARE SUPPORT:

- Diagnose and resolve software problems in consultation with Senior Computer Specialist. Follow up with manufacturers and suppliers.
- Install and configure software to allow easy interface with UW computing system, including networking and internet software.
- Maintain, modify, install, update, and test application software including standard Microsoft Office applications and antivirus software; and system level software such as operating systems, device drivers, and communications software. Applicant will need to be able to find drivers and other support resources on the web.

HARDWARE SUPPORT:

- Diagnose and resolve hardware problems in consultation with Senior Computer Specialist. Refer complex problems to Computer Maintenance. Follow up with manufacturers and suppliers as necessary.
- Install and configure hardware and peripheral devices including memory, ethernet cards, storage devices, etc.

PROGRAMMING DUTIES:

- Create and maintain portions of the departmental website, using Macromedia Dreamweaver or other editor, programming in HTML, ASP and ASP.Net.
- Create, modify and maintain Microsoft Access databases.

OTHER DUTIES:

- Set up Windows XP and Vista workstations.
- Provide individual assistance to faculty and staff on use of software and network resources.
- Keep lab computers and equipment running at optimal performance via routine maintenance (virus scanning, drive scanning and defragmentation, elimination of illegally installed software, etc.).
- Monitor and maintain security in computer lab, equipment, and software.
- Maintain equipment inventory database in concert with Senior Computer Specialist.
- Participate in infrequent special upgrades of equipment and software; may require occasional weekend or evening work.

REQUIREMENTS:

- Experience with complete setup, configuration and troubleshooting of Windows XP/Vista.
- Experience supporting and troubleshooting Windows-based hardware.
- Experience developing and maintaining Microsoft Access databases.
- Experience creating web sites that utilize Microsoft's ASP and ASP.Net technologies, as well as interfacing webpages with Microsoft Access databases.
- Strong customer service focus and ability to effectively interact with users at their level of understanding.
- Experience maintaining and supporting Microsoft Office suite of applications.
- Ability to set up and configure email clients for access to UW email system.
- Experience working with the UW computing systems.
- Experience using a variety of internet tools, including web browsers; Secure FTP applications; email clients (Outlook Express, Mozilla Thunderbird, PCPine).

Email resume and cover letter to Michael Goldblatt at mgoldbla@u.washington.edu and Michele Conrad at mconrad@u.washington.edu.