Graduate Assistant Posting Form*

<table>
<thead>
<tr>
<th>Department Name and Location</th>
<th>% of Time</th>
<th>Job Description</th>
<th>Qualifications</th>
<th>Time Period of Position</th>
<th>How to Apply</th>
<th>Deadline to Apply</th>
<th>Number of Positions</th>
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<tbody>
<tr>
<td>SIU Extended Campus; NWA-A, room 130</td>
<td>50%</td>
<td>Assist with desktop computer support with computer systems maintenance, upgrades, updates, and patches; assist with troubleshooting office equipment with both on- and off-campus staff within SIU Extended Campus; assist with other types of projects, day-to-day team operations; and other duties as assigned. Seek resolution to incident requests of known/supported resolutions. Install, move, add, and change the equipment as requested. Acknowledge customer requests. Create and assign tickets for resolution. Perform a follow-up for resolved requests for verification of function.</td>
<td><strong>Essential Work Competencies:</strong> Excellent customer service skills: Ability to give and follow oral and written instructions; Ability to interact with team and students in a positive manner; Ability to multi-task; Ability to prioritize and arrange job assignments. Priority will be given to those candidates who can work 50% of the time; however, consideration will be given to those who can only work 25% of the time. <strong>Recommended Experience:</strong> Excel, Word, and Access, Tech support ticketing system, technology troubleshooting</td>
<td>Spring 2023</td>
<td>Email your resume and three references (2 work experience and 1 personal) to <a href="mailto:ecpersonnel@siu.edu">ecpersonnel@siu.edu</a></td>
<td>1/13/2023</td>
<td>1</td>
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*For Administrative Positions Only.

*Please keep “Job Description” and “Qualifications” to a minimum.

*Please supply a specific “Deadline to Apply” date. Posting will be removed after this date.

*Must post for a minimum of 14 days.

*Please fill out this form and email it as an attachment to gaoffice@siu.edu and charris@siu.edu