

**Title:** Engineering IT Technician Assistant  
**Rate:** \$10.00-\$15.00/hr, DOE  
**Hours:** up to 28 hrs/wk, between 830am-5pm Mon thru Fri  
**Restrictions:** Personnel in this position must be eligible to work in CUI regulated environments. Due to Government regulations, US citizenship or permanent residency is required.  
**Contact:** ENGR-IT-JOBS@udel.edu

To apply, please complete application <http://www.engr.udel.edu/it-hdi>

**Job Description:** We are seeking highly motivated and skilled individuals to help support Information Technology for several units within the College of Engineering.

**Core Responsibilities:** setup, configuration, and troubleshooting of Windows systems; Virus/Malware scanning and removal; configuration of email clients to connect to UD email servers; printer setup and troubleshooting; general end-user service and support

**Training:** On the job training. We will provide configuration guidance and procedures.

**Required Skills:**

- Basic knowledge of Windows 10/7 in a networked environment
- Basic knowledge of Microsoft Office Suite
- Able to setup and perform general configurations of systems
- Installation and configuration of software
- Ability to interact professionally with a diverse customer base
- Excellent customer service
- Ability to multitask in a fast paced environment
- Ability to position self to maintain computers in various locations, including under desks
- Ability to traverse to various locations throughout the University
- Ability to move IT equipment weighing up to 50 lbs. to locations throughout the University

**The following skills are a plus:**

- Apple Support (OSX, iOS)
- Linux
- Experience with Microsoft Exchange
- Experience (or working knowledge of Microsoft Active Directory)