

## **Desktop Support Specialist | University of Michigan Museum of Art**

### **DESCRIPTION:**

The University of Michigan Museum of Art [UMMA] seeks a part-time Desktop Support Specialist | Information Technology Assistant for immediate hire. UMMA operates entirely on the Macintosh platform - we are not a Windows environment.

### **DUTIES TO BE PERFORMED:**

- Provide technical support for museum staff both on-site and remotely over the telephone.
- Install, modify and maintain stand-alone and networked Macintosh workstations, printers and peripherals.
- Investigate and repair problems involving hardware, software and network connectivity for user workstations.
- Advise and instruct users concerning the capabilities of UMMA & University of Michigan technology environments.
- Track and arrange for delivery and pick up of equipment sent to repair facilities.
- Provide written and verbal instruction on such topics as correct procedures for hardware operation, self-diagnosis and troubleshooting.
- Track hardware, software and warranty information for inventory control.

### **REQUIRED EXPERIENCE:**

- Demonstration of good diagnostic, research and troubleshooting skills in providing hardware/software installation, maintenance, repair and support services for desktop and portable Macintosh computers.
- Possess the drive, the skill and the ability to exercise good judgement when delivering support and training to a diverse group of users, in an efficient and patient manner.
- Able to demonstrate a history of proactive and conscientious customer service skills.
- Able to work independently, and "own the issue", but also be a team member to develop solutions and documentation.
- Detail-conscious and timely in ability to communicate technical information verbally and in writing.
- Able to lift and move equipment including computers, displays, printers and other peripherals as needed.

### **DESIRED ADDITIONAL EXPERIENCE:**

- Familiarity with or use of network and portable home directories on Mac OS X/Mac OS X Server
- Experience using help desk software to track, resolve and document issues in detail.
- Use of Apple Remote Desktop for a variety of administrative and support tasks.
- Web development using open source/content management systems [LAMP]
- Software package development and system imaging on the Macintosh.
- Comfortable using the UNIX command line interface when needed.

### **HOURS REQUIRED:**

Up to 15-20 regularly scheduled hours per week onsite, Monday through Friday between 9A and 5P.

### **COMPENSATION:**

\$12.00-\$15.00/hr [based on experience].

### **INTERESTED?**

By no later than 02.06.2008, submit a current cover letter, resume and list of professional references in PDF format to:

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