Help Desk/AV Student Assistant I – BioFrontiers Institute

Job Summary:
The BioFrontiers IT team is looking for a Help Desk/AV Student Assistant to join our team. We're passionate about improving user experience by providing and supporting cutting-edge technology. You'll assist with hardware/software maintenance, installations, backups, printing, AV support, and resolving various technical issues for users. This position needs availability of 15-20 hours a week.

Who We Are
At the University of Colorado BioFrontiers Institute, researchers from the life sciences, physical sciences, computer science, and engineering are working together to uncover new knowledge at the frontiers of science and partnering with industry to transform their discoveries into new tools. The Institute integrates faculty members from eleven academic departments, allowing them to work across fields. BioFrontiers drives innovation without boundaries.

What Your Key Responsibilities Will Be
- Respond to and resolve Help Desk tickets in a timely manner.
- Install and maintain software for desktop and laptop computers (Windows and macOS).
- Troubleshoot and repair hardware and software issues related to computers.
- Large format poster printing.
- Provide A/V support for in-person and hybrid meetings and events (including Zoom and Microsoft Teams).
- Perform tasks requiring excellent verbal and written communication skills.

What You Should Know
We are located in the Jennie Smoly Caruthers Biotechnology Building (JSCBB) on East Campus.

- Availability required during Summer & Fall Terms.
- This position is part-time: 15-20 hours per week.
- Flexible scheduling to accommodate academic commitments.

What We Can Offer
$16.82 per hour

What You Will Need
- Currently enrolled CU Boulder undergraduate student.
- Experience with Windows and Mac OS, MS Office, and printers.
- Experience with MS Teams and Zoom.
- Strong customer service and problem-solving skills.
- Ability to communicate effectively in a clear and concise manner.
- Organizational and task management skills.
- Ability to work effectively and collaboratively with a team, while also being self-motivated and independent.

What We Would Like You to Have
- Sophomore or Junior pursuing a Computer Science or related major.
- Previous IT support experience.

A background check is required to work in this position.

Application Instructions
Please email your resume and cover letter to Dan LaFayette at Dan.Lafayette@colorado.edu.