University of Massachusetts Amherst
On Campus Graduate Assistantship Vacancy Notice

Type of Appointment: Internship

Application Deadline: Priority date: August 17, 2016; however, position will remain open and posted until filled.

HOW TO APPLY: Please read carefully:

Applicants that clearly demonstrate how they meet stated requirements will be considered for this position.

You must:
1. Submit resume, cover letter, and the enclosed application form via email attachment to GAsearchCWC@umass.edu. (Please do not deliver applications to the office).
2. Specifically address how you meet each listed requirement and provide examples as appropriate.
3. Review CWC's mission at www.umass.edu/cwc/about-us, and discuss your desire to work in this environment.

Job Description (No Clerical duties permitted):

General Description:
Supervised by the Associate Director, Information and Support Services and under direction of the CWC Assistant Director for Information and Support Services, the Graduate Intern/CWC IT Support Staff will provide technical support to the Center for Women and Community (CWC) organization, which is within the Advocacy, Inclusion, and Support Programs in Student Affairs and Campus Life. The graduate assistant will be responsible for general technical support and troubleshooting, and development and maintenance of interactive web sites to include: database management, security, information dissemination, mobile technology, social media and allowing for appropriate technical service provision. Also design and implement computer-based applications to support administrative needs. This internship offers opportunities for practical experience in providing computer technology support services in a higher education setting working as a team member. Reappointment is dependent on department need, performance evaluation, experience, academic standing, and funding availability.
Required Duties:
1. Create, design and maintain internal, external, and mobile CWC web sites and all related forms; publish information and referral (I&R) database; create and maintain methods of electronic information dissemination including social media networking.
2. Complete special projects, prioritize tasks, and troubleshoot software and hardware problems.
3. Maintain Windows system administration including software installation, patch, and maintenance and Microsoft networking.
4. Maintain and enhance professional and technical aspects of I&R database system, online statistical forms, and additional methods of electronic communication.
5. Research and assess technologies to meet current demands and needs.
6. Maintain equipment inventory.
7. Liaison with appropriate internal and external constituencies as needed.
8. Perform other duties as assigned.

Experience Required:
Minimum Qualifications:
1. Graduate student enrolled in a degree granting program related to job duties, in good academic standing;
2. Demonstrated experience with HTML and Java script, PHP, Photoshop or other imaging software, Windows 2010, XP, UNIX, Microsoft office applications, database management;
3. Excellent problem solving skills and a “can do” attitude required for responding to a variety of complex technology problems or requests;
4. Ability to move, install and configure computer hardware and peripherals;
5. Ability to maintain secured, updated, patched computers;
6. Network troubleshooting skills;
7. Ability to work independently and within the requirements of Student Affairs Technology Services (SATS), Office of Information Technology (OIT) and university policy;
8. Demonstrated commitment to CWC mission including sophistication handling sensitive information related to working in a counseling related crisis center.

Preferred:
First-year graduate student preferred;
Ability to use web based Content Management System, preferably Drupal;
creative utilization of emerging media technologies (social, digital, mobile, e-learning);
working knowledge of policies and laws applicable to higher education and human services, e.g., FERPA, HIPPA, etc.;
experience with Microsoft Exchange.

Additional Information:

Dates of Appointment: From 08/28/16 To 05/27/17
Hours/Wk  10          Stipend $  24.38

How to Apply:          Call ☐  In Person ☐  Submit Resume ☒

Dept. Name :  AISP/Center for Women and Community   Contact Person: Colette Nadeau, Personnel Coordinator for AISP, SE,SLSO

E-Mail contact: cnadeau@umass.edu

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