iSchool Help Desk Graduate Assistant / Teaching Assistant

One 50% appointment, split across two positions:
School of Information Sciences Technology Support Graduate Assistant (25% GA)
School of Information Sciences Instructional Support Teaching Assistant (25% TA)

The iSchool Help Desk is seeking graduate assistants to join our team. This is an onsite position only open to MSLIS students who are available to work on campus (you can be an online student in the LIS program, but you must live locally and be able to work onsite).

Students appointed as School of Information Sciences (iSchool) Help Desk graduate assistants will provide technical support for the iSchool community. A 50% assistantship requires 20 hours of work per week throughout the semester, including during student breaks (fall, winter, spring).

Nights, holiday breaks, and weekend hours are required for these positions.

The Help Desk provides technical support to the entire iSchool community, which encompasses our on-campus and online students, faculty, and staff. We consider our Help Desk to be a reference desk that specializes in technology questions, so graduate assistants (GAs) should be comfortable with conducting reference interviews and interacting with a wide spectrum of people. GAs will answer users' technical support questions in person at the Help Desk by phone, by chat, and by email using a ticketing system. GAs also set up technology for classes and events and manage equipment loans. The Help Desk is staffed from 8AM to 6PM, Mondays through Thursdays, and 8AM to 5PM Fridays. It remains open during student holidays when classes are not in session.

The Teaching Assistant (TA) portion of this assistantship supports live online class sessions, which run Monday-Friday as late as 10pm and sometimes are scheduled on Saturdays. TAs will further provide training and support for faculty, staff, and students on a wide variety of instructional and collaborative technologies. TAs will need to be comfortable interacting with and troubleshooting online classrooms during instruction and working efficiently without direct supervision when on-call. TAs will be expected to work on projects as assigned and provide a summary of their shift upon request. Evening course support requires TAs to work on-site in our building until 7:30 PM, and online until 9 or 10 PM most weekdays.

Deadline to apply: 5 PM Central Time, Wednesday, March 18, 2026

Key Responsibilities:

Help Desk (GA portion of the appointment)
- Provide frontline support by email, phone, chat, and in person for technical questions from the iSchool community.
- Manage collection of loanable technology equipment.
- Assist in the setup of audiovisual equipment within the iSchool.

- Provide frontline assistance, troubleshooting, and installation for computer users in the iSchool, including but not limited to desktop computers, peripherals, software, operating systems, and network connectivity; coordinate with other iSchool IT staff for advanced assistance as required.
- Coordinate with iSchool IT support and other technical staff members to develop effective current solutions and triage procedures.
- Perform other IT support services as required.

Course Support (TA portion of the appointment)
- Support online classroom instruction using Zoom for multiple online live sessions, assisting instructors as needed.
- Prepare and assist weekly guest speakers and student presenters using Zoom tools and tutorials.
- Provide technical assistance during online live session via phone, TeamDynamix ticketing system, and chat.
- Provide consultations for iSchool community events and set up Zoom for iSchool events and hybrid courses.
- Develop and facilitate training materials for faculty, students, and staff via recorded workshops, documentation, and one-on-one sessions online and in person.
- Work diligently and independently on projects as assigned.

Required Qualifications:

Applicants must have formally applied and been accepted to the School of Information Sciences MSLIS program, and additionally possess:

- Ability to work successfully with a team.
- Ability to communicate effectively via email, phone, and using online tools.
- Ability to work independently and manage multiple projects in a timely manner.
- Well-developed customer service skills.
- Availability for early morning, evening, and weekend hours.
- Experience with Mac and Windows operating systems.
- Ability to maintain confidential, sensitive, and private data.

Preferred Qualifications:

- Applicants who are willing to make a two-year commitment to the position.
- Teaching and/or training experience.
- Experience in one or more of the following:
  - Media production and editing
  - Social media and mobile applications
  - Support of networked computers
  - Audio/visual equipment
  - Course/learning management systems (Canvas)
  - Web-conferencing software (Zoom, Teams)

To apply, please complete the application form **by 5 PM Central Time on Wednesday, March 18, 2026**. We will review applications and conduct interviews as materials are received.