



WISCONSIN INTERSCHOLASTIC ATHLETIC ASSOCIATION

5516 Vern Holmes Drive • Stevens Point, WI • 54482-8833
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Position Title: Information Technology Assistant

Position Purpose: Provide technical support to WIAA Staff and users of WIAA applications and technology as well as assisting the Technology Coordinator with maintaining a functional, documented, and efficient technology infrastructure.

Salary & Benefits: Hourly position with full benefits. Salary will be commensurate with experience.

Qualifications: Minimum of a two-year degree or evidence of alternative training and experience

Areas of Knowledge:

Required

- Microsoft Windows Desktop Clients (Windows 7, Windows 10, etc.)
- Microsoft Windows Server (Server 2008, 2012, etc.)
- Working Knowledge of Networking Concepts (DNS, DHCP, IP addressing, etc.)
- Understanding of Computer Hardware (switches, routers, servers, workstations, wireless access points, etc.)
- Extremely proficient in the use of Microsoft Office products (Word, Excel, Outlook, PowerPoint, Access, etc.)
- Basic Familiarity working with Mac OS

Desirable

- Microsoft SQL Server (including basic SQL script knowledge)
- Proficiency with Mac Workstations (OS X)
- Familiar with various Mobile devices (iPhone, iPad, Android, etc.)
- Chromebooks (Chrome OS)
- Previous experience working at an IT Help Desk
- Experience using Projectors, Smart Boards, and Web Conferencing Technology
- Background in creating User Manuals and Administrative documentation
- Quality Assurance or previous application testing background

Principle Position Responsibilities:

- Provide initial Help Desk support to WIAA Staff, member school staff, officials and the general public. Escalating issues to the Technology Coordinator as they arise and become pertinent.
- Assist in identification of both a help desk ticketing and a remote support application and implementing it for daily use
- Monitor and maintain Onsite and Cloud based backup jobs. Ensure successful completion and implement testing procedures. Update backup procedure documentation as relevant.
- Create testing plans for internal web applications. Facilitate testing of new features as developed and prior to implementation.
- Create and manage accurate user and administrative documentation for all WIAA applications including items such as: Officials Center, ScoreCenter, WIAA Website, School Database, etc.
- Assist with documenting and suggesting features to be added into new and existing WIAA applications.
- Conduct user training on new and existing applications for WIAA Staff, member school staff and officials as deemed necessary.
- Train and monitor conference room technology. Setup and facilitate resources for internal and external participants.
- Monitor and schedule installation of workstation and both internal and external server software updates as directed as well as verification of successful completion.
- Monitor services and applications within the WIAA computing environment for uptime and resolve downtime issues and notify/escalate to the Technology Coordinator as necessary.
- Setup and maintain workstations and servers for administrative staff and technology department use.
- Assist in day-to-day troubleshooting with phone system issues. Escalating to the appropriate vendor when applicable.
- Update WIAA meetings site with new users, assist administrative staff with issues and provide support on its use.
- Provide WIAA staff with assistance in creating and publishing videos using Articulate.
- Update inventory control system and verify accurate listing of technology assets within the WIAA Office
- Other duties as assigned.

All inquiries are to be in writing. Letter of application, resume and references are to be submitted by September 14, 2018 to:
Joan Gralla, Office Manager – WIAA – 5516 Vern Holmes Dr. – Stevens Point, WI 54482

The WIAA is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.