

University of Colorado, Anschutz Medical Campus
School of Dental Medicine
SDM Information Technology
Official Title: Student Assistant IV

Job Summary:

The School of Dental Medicine (SDM) welcomes applications from exceptional candidates with administrative skills who are interested in providing support to a diverse faculty, staff, and student community to work in the school information technology unit. Under the direction of the Program Director IT Operations, the Student Assistant (Student Assistant IV) monitor and manage IT helpdesk requests from School of Dental Medicine (SDM) employees: faculty, staff, and students. The student assistant is responsible in responding to end user hardware and software related requests, assist with managing SDM computers

This part-time position is located with University of Colorado, [Anschutz Medical Campus](#) in the School of Dental Medicine. This is an hourly position on-campus during normal business hours with optional opportunities for off-hour work during evenings or weekends with approval of supervisor. The University of Colorado Anschutz Medical Campus is a public education, clinical and research facility serving 4,500 students, and a world-class medical destination at the forefront of life-changing science, medicine, and healthcare. [Read CU Anschutz Quick Facts here.](#)

Examples of work performed:

- Monitor and manage IT helpdesk requests from School of Dental Medicine (SDM) employees: faculty, staff, and students.
- Respond to end-user hardware and software related requests.
- Assist with managing SDM computers including, but not limited to replacing and disposing of hardware, installing, and upgrading software, troubleshooting requests, routine maintenance.

*This description is a summary only and is describing the general level of work being performed, it is not intended to be all-inclusive. The duties of this position may change from time to time and/or based on department and School of Dental Medicine need. We reserve the right to add or delete duties and responsibilities at the discretion of the supervisor and/or hiring authority.

Why Join Us:

The University of Colorado School of Dental Medicine (CUSDM), a collaborative partner on the Anschutz Medical Campus, is a diverse learning, clinical care, and research community. The CU SDM is committed to integrated health that innovates, treats and discovers for the well-being of and in-service to local and global communities. CUSDM will be recognized as the leading transformative dental institution that graduates future-ready practitioners to deliver research-informed person-centered care.

Diversity and Equity:

The University of Colorado Anschutz Medical Campus is committed to recruiting and supporting a diverse student body, faculty, and administrative staff. The university strives to promote a culture of inclusiveness, respect, communication and understanding. We encourage applications from women, ethnic minorities, persons with disabilities, persons within the LGBTQ+ community and all veterans. The University of Colorado is committed to diversity and equality in education and employment.

Qualifications:**Minimum Qualifications**

- Currently pursuing a bachelor's degree from an accredited college or university in Computer Science, Computer Engineering, Information Systems, or in a related field

*Applicants must meet minimum qualifications at the time of hire.

Preferred Qualifications

- Experience working in a clinical or higher education environment.
- Experience using any clinical application systems (dental or medical)
- Experience in computer hardware or software configuration.
- Experience in IT helpdesk operations.
- US Citizen or Permanent Resident

Knowledge, Skills & Abilities

- Technical knowledge of various services provided.
- Ability to complete tasks with a high degree of accuracy.
- Ability to manage time effectively, problem solve, and organize tasks and activities to meet deadlines and objectives.
- Demonstrated ability to use technology effectively in the completion of work tasks.
- Ability to communicate effectively, both in writing and orally, including public speaking.
- Ability to establish and maintain effective working relationships with employees at all levels throughout the institution.
- Strong customer service and professionalism.
- Demonstrated commitment and leadership ability to advance diversity and inclusion.
- Ability to maintain a high level of confidentiality while working with sensitive information.
- Ability to take initiative with daily work activities and collaborates to create a positive effect on team performance.
- The ideal candidate for this position will be a detail oriented, dedicated and professional individual.

How to Apply:

For full consideration, please submit the following document(s):

1. A letter of interest describing relevant job experiences as they relate to listed job qualifications and interest in the position
2. Curriculum vitae / Resume
3. Three to five professional references including name, address, phone number (mobile number if appropriate), and email address

Questions should be directed to: SDMHR Office: sdmhr@cuanschutz.edu.

Screening of Applications Begins:

Applications will be accepted until finalists are identified. Those who do not submit all requested application materials may or may not be considered. Applications are also accepted by sending the required materials to SDMHR@cuanschutz.edu.

- Anticipated Pay Range:** The starting salary range (*or hiring range*) for this position has been established as \$17.00/hr.
- ADA Statement:** The University will provide reasonable accommodations to applicants with disabilities throughout the employment application process. To request an accommodation pursuant to the Americans with Disabilities Act, please contact the Human Resources ADA Coordinator at hr.adacoordinator@ucdenver.edu.
- Background Check Statement:** The University of Colorado Anschutz Medical Campus is dedicated to ensuring a safe and secure environment for our faculty, staff, students, and visitors. To assist in achieving that goal, we conduct background investigations for all prospective employees.
- Vaccination Statement:** CU Anschutz strongly encourages vaccination against the COVID-19 virus and other [vaccine preventable diseases](#). If you work, visit, or volunteer in healthcare facilities or clinics operated by our affiliated hospital or clinical partners or by CU Anschutz, you will be required to comply with the vaccination and medical surveillance policies of the facilities or clinics where you work, visit, or volunteer, respectively. In addition, if you work in certain research areas or perform certain safety sensitive job duties, you must enroll in the [occupational health medical surveillance program](#).