

One Washington Square ■ San José, CA 95192-0028

To apply for this position please fill out the [Student Assistant Job Application](#) on the library website. Complete, save (choose "Save As") the PDF form to your system and email this just saved pdf as an attachment to library-StudentApps-group@sjsu.edu with the Job Title-Unit-Department position in the email's subject heading for each job opening you would like to apply for (for detailed instructions, [go here](#)). Thank you for your interest in working for the San José State University Library.

Position Title: Media Services Student Assistant – Work Study Preferred

Reporting Unit: Information Technology – MLK Library

Reporting Dept: Media Services

Reports To: Media Services Student

ESSENTIAL DUTIES AND RESPONSIBILITIES

- **Must communicate with, and provide EXCELLENT customer service to, SJSU, San Jose City, and general public community clients** who use computers, multimedia, and audio-visual equipment in library classrooms, meeting rooms and incidental spaces. *This is sometimes a high profile position which requires extraordinary public relations skill.*
- **Set up or configure computers, multimedia and audio-visual equipment for public and classroom events;** this includes Windows and Apple based laptops, PC's, mobile devices, sophisticated CAM-Corders & auxiliary equipment, fixed and portable projectors and sound systems (wired and wireless microphones, speakers, cable routing, receivers and amplifiers). Duties also include setting up and operating video cameras or digital encoders, assisting with (recorded or live) Video Streaming.
- **Maintain Classrooms and Study Commons computers and audio-video equipment;** assist instructors, students and other I.T. staff with operation and maintenance of all equipment as necessary. This includes study room equipment, and classroom PC's & laptops. This also includes assisting with computer re-imaging, "Smart" classroom equipment, projectors and display systems, sound systems, miscellaneous instrumentation, wireless receivers, amplifiers, touch screen controls, video cameras, video editing and using the libraries Meeting Room Manager reservation application. You may also be required to become familiar with various room architectures and infrastructure in order to operate or maintain equipment.
- **Assess and address client issues and concerns;** *MUST* be able to communicate effectively and congenially with clients (in person and over the phone) regarding equipment use, problem solving and reporting. Also includes making informed, useful suggestions, following directions, and providing directions and instructions.
- **Troubleshoot and correct common problems with audio-visual equipment.** Perform minor repairs, periodic maintenance, and routine cleaning tasks. May also include testing and/or reporting on Internet (wired and wireless) connections in various places throughout the library.
- **Assist with other IT functions;** Answering the Helpdesk phone from time to time, entering problem reports into IT's tracking system, troubleshooting equipment (within your skill range), assist with the IT purchasing process (sourcing, ordering or tracking), create or edit operating instructions and procedures.
- **Perform routine and non-routine administrative office procedures,** including but not limited to: creating and editing Microsoft Word documents, Excel spreadsheets, printing and posting signage and daily meeting schedules, cleaning white boards, restocking supplies, etc. May also include locating and recommending sources for equipment or repairs, assisting with other library IT functions such as the Helpdesk or SCS equipment maintenance as needed.

QUALIFICATIONS

The requirements listed below include ability to learn (or already have experience with) the equipment commonly used in Media Services and Classroom environments. (e.g., computer, audio and video - hardware and software - skills)

1. Education enrollment

- **Student Assistant** must be a matriculating SJSU student enrolled in at least 6 undergraduate or 4 graduate units; or ...
- **International student** must be a matriculating SJSU student enrolled full time in at least 12 undergraduate units, or enrolled in at least 6 units at SJSU and at least 6 units at another qualified institution during the same semester; or ...
- **Work Study student** must be a matriculating SJSU student enrolled full time in at least 12 undergraduate units or at least 8 graduate units.

2. Knowledge, Skills, Abilities required

- **Previous technical support**, or experience with a variety of stationary and portable computers, “Smart” display systems and audio-video equipment (i.e., using, supporting or training others how to use such equipment).
- **Demonstrated technical and mechanical aptitude and an eagerness to learn.**
- **Basic office skills** (e.g. data entry, filing, printing, scheduling, cleaning and organizing, etc.).
- **Moderate to advanced Computer and A-V skills:** e.g., Basic understanding of wireless and wired microphones, laptops, amplifiers, speakers, cabling, projectors, Smart Boards and/or Smart TV’s, remote controls, etc. Plus some exposure to audio equipment like CD-DVD-Blu-Ray players, cassette players, mixers, amplifiers, cabling, etc.; also printing, scanning, e-mail, MS Office, scheduling software, Windows 7, Laptops, tablets, Smart Phones & PC’s.
- Ability to--
 - o **Communicates well in spoken and written English.**
 - o **Employ effective independent judgment** to respond to customer issues without the intervention of a supervisor. Exercise appropriate judgment with minimal supervision.
 - o **Commit to an established work schedule** and to arrive on time for work consistently.
 - o **Maintain a professional appearance and demeanor.**
 - o **Work independently**, usually without immediate supervision.
 - o **More than one year from graduation** HIGHLY preferred.

PHYSICAL REQUIREMENTS

The requirements listed below include physical abilities required to complete essential duties.

- Able to lift and carry equipment weighing up to 50 pounds safely.
- Able to push and maneuver carts containing equipment weighing up to 500 pounds.
- Able to transport, set up, climb, and work from ladders up to 12 feet high, safely.
- Able to plug, unplug and coil cables, including twisting/untwisting connectors.
- Able to adjust visual and audio equipment for best image/sound, to clients’ satisfaction.

WORK SCHEDULE: New hires for this position must be available to work at least 10 hours per week, including evenings and/or weekends, after the training period. Note: The hours listed below are the hours available for this position.

Monday:	7:30 AM – 3:00PM
Tuesday:	5:00 PM – 9:00 PM
Wednesday:	9:00 AM – 5:00 PM
Thursday:	3:00 PM – 5:00 PM
Friday:	7:30 AM – 6:30 PM
Saturday:	8:30 AM – 6:30 PM
Sunday:	

Desired Class Level: ✓Frosh ✓Soph ✓Jr. ✓Sr. ✓Grad Student

MAJOR: any

INITIAL HIRING RANGE: \$12.00 per hour