

One Washington Square + San José, CA 95192-0028

To apply for this position please fill out the [Student Assistant Job Application](#) and email to library-StudentApps-group@sjsu.edu with the Position Title-Reporting Unit-Reporting Dept in the email's subject heading line.

Position Title: IT HelpDesk – Student Assistant

Reporting Unit: Innovations

Reporting Dept: University Library

Reports To: HelpDesk Student Supervisor

ESSENTIAL DUTIES AND RESPONSIBILITIES

- ***Must*** have excellent communication skills, and be able to provide **EXCELLENT** customer service. *This is sometimes a high profile position, which requires extraordinary public relations skills.* The position involves answering the Library Helpdesk phone & providing answers to staff and faculty questions. **MUST** be able to communicate effectively and congenially with clients (in person, via text messaging or video exchange and over the phone) regarding subjects like equipment use, software use and technology in general. Must be able to ask questions to further define a problem, and enter the problem into Track-It (the library's trouble ticketing system). Also requires following directions, making informed useful suggestions, and providing clear and concise directions and instructions.
- **Must be proficient with Windows 10 & MacOS:** Will set up, configure and troubleshoot Microsoft Windows and Apple based devices (MacOS and iOS) almost daily. Also, desirable to have Android mobile device experience and be able to install and configure a variety of software & hardware in person and via remote desktop software.
- **Must be familiar with computer hardware & system architecture:** This position requires a good working knowledge of PC, laptop and mobile device hardware, electronics, function and terminology. Must be able to troubleshoot and correct common problems with computers, printers and networking equipment.
- **Provide remote & in-person assistance:** Observe and report, or troubleshoot, computer problems in person and via remote desktop access, in order to solve problems or further define them.
- **Image PC's, Mac's and laptops:** Familiarity with MDT, MDM solutions such as "JAMF" is a plus! Will be responsible for maintaining, capturing, and deploying images to several hundred laptops & desktops.
- **Assist in all IT areas of responsibility:** Includes installing hardware & software, establishing wired and wireless network connections, installing updates, upgrades and patches on computers; assisting Media Services (classrooms and meeting room hardware problems) and Student Computing Services (all loaner laptops and associated hardware and software). Also assisting with inventory control, licensing control and IT purchasing functions.
- **Must be able to work independently with minimal supervision.** Student assistants are familiarized with the IT unit functions and responsibilities, and training on subjects that are new or foreign, because they sometimes work independently. Much of the helpdesk work involves working with other IT staff, whom are always available for consultation. The Helpdesk supervisor will provide any necessary training.
- **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, helping unpack and test new equipment, restocking supplies, etc. Activities may also include locating and acquiring resources for various library functions.

DESIRED OUTCOMES

Working for the library, you will gain these valuable skills and opportunities

- Build excellent customer service skills
- Design improvements for work processes, procedures, and policies with new workflows or technologies
- Develop expertise in complex software applications
- Learn the intricacies of academic technology

QUALIFICATIONS

The requirements listed below include the equipment and knowledge, skills, and/or abilities required. (eg. Computer 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

- **Basic office skills** (e.g., data entry, filing, printing, cleaning and organizing, etc.).
- **Communicate well in spoken and written English.**
- **Employ effective independent judgment** to respond to customer issues without the immediate intervention of a supervisor. Exercise appropriate judgment with minimal supervision.
- **Commit to an established work schedule** and consistently arrive on time for work.
- **Maintain a professional appearance and demeanor.**
- **Work independently** without immediate supervision.
- **Demonstrated technical & mechanical aptitude and an eagerness to learn.**

3. Knowledge, Skills, Abilities DESIRED

- **Technical support experience** or in-depth experience with a variety of computers, computing devices, "Smart" systems, audio-video equipment setup and adjustment. Prefer previous experience supporting or training others on how to use such equipment.
- **Advanced Computer and Component Skills:** e.g., More than just a basic understanding of Windows, MacOS, and other mobile devices, wireless and wired networks, connectors & adaptors, Smart devices, remote controls, Bluetooth devices, etc. ***plus*** some exposure to audio/visual equipment including CD-DVD-&Blu-ray players, web cams, projectors, microphones, mixers, amplifiers, etc. is desirable.
- **More than one year from graduation** - HIGHLY preferred.

PHYSICAL REQUIREMENTS

The requirements listed below include physical abilities required to complete essential duties (eg. ability to lift 50 lbs using a fork truck)

- 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.
- Able to communicate effectively with computing devices (provide input and "read" the output).

WORK SCHEDULE:

Please indicate your availability to work based on the following Help Desk hours listed below. Please note that Summer and Winter schedules may differ.

Monday:	9:00 AM -to- 5:00 PM
Tuesday:	9:00 AM -to- 5:00 PM
Wednesday :	9:00 AM -to- 5:00 PM
Thursday:	9:00 AM -to- 5:00 PM
Friday:	9:00 AM -to- 5:00 PM
Saturday:	N/A
Sunday:	N/A

Desired Class Level: All class levels accepted

Majors: All majors accepted

Initial Hiring Salary: \$15.45 / hour