
One Washington Square + San José, CA 95192-0028

To apply for this position please fill out the [Media Services Student Assistant Job Application](#).

Position Title: Media Services Student Assistant: We are looking to hire student assistants to cover day, evening, and/or extended hours shifts (see 'Work Schedule' below)

Reporting Unit: Media Services

Reporting Department: University Library

Reports To: Circulation Desk Coordinator/Media Services Coordinator

ESSENTIAL DUTIES AND RESPONSIBILITIES

- **Must communicate with, and provide excellent customer service to, SJSU, San Jose City, and the general public community clients** who use computers, multimedia, and audio-visual equipment in library classrooms, and meeting rooms spaces. This is sometimes a high profile position which requires extraordinary public relations skill.
- **Set up and configure computers, multimedia and audio-visual equipment for public and classroom events;** this includes Windows and Apple based laptops, PC's, mobile devices, 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 and dual screen monitor setups.
- **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, smart displays, matrix switchers, 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 congenitally 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. Includes testing of all audio and video equipment.
- **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 functions such as USP desk services, and SCS equipment maintenance as needed.

DESIRED OUTCOMES

Working for the library will gain you these valuable and relevant professional skills

- Learn basic library fundamentals and resources
- Develop team building skills
- Apply a strong degree of individual judgement and initiative in the absence of a supervisor
- Gain expertise in creating training documentation and video tutorials
- Manage multiple priorities
- Adapt ways to improve service with new workflows and technology
- Build leadership abilities

QUALIFICATIONS:

- Work Study student preferred (not required)
- Applicant must be a matriculated SJSJ student enrolled in at least 6 undergraduate or 4 graduate units
- International student applicant must be a matriculated SJSU student in at least 12 undergraduate or 9 graduate units, -or- enrolled in at least 6 units at SJSU and at least 6 units at another qualified institution during the same semester
- Excellent interpersonal and communication skills highly desired
- Working knowledge of English grammar, spelling and punctuation
- Previous customer service experience helpful
- Previous library experience helpful, but not required
- Moderate to advanced Computer and Audio/Visual Skills
- Attention to details
- Commit to established schedule with minimum of absences (see Work Schedule section below)
- Employ effective independent judgement
- Maintain a professional appearance and demeanor

PHYSICAL REQUIREMENTS:

- Be able to lift up to 25 pounds and transport materials on library carts

WORK SCHEDULE:

- When filling out the student assistant job application, please indicate your availability to work based on the library's open hours as listed below ('Fall & Spring Library Open Hours').
- Please note that the library's open hours listed on the job application may be different from what is here.
- Daytime, evening and weekend shifts available

FALL & SPRING LIBRARY OPEN HOURS

Sunday:	1pm-5pm
Monday:	9am-6pm
Tuesday:	9am-6pm
Wednesday:	9am-6pm
Thursday:	9am-6pm
Friday:	9am-6pm
Saturday:	1pm-5pm

Desired Class Level: All class levels accepted

Major: All majors accepted

Initial hiring Salary: \$16.20 per hour

Updated: January 10, 2022