Thank you for your interest in working for the San José State University Library. To apply for this position, please fill out the Chatbot UX Research Student Assistant Hourly Job Application.

Position Title: Chatbot UX Research Assistant
Reporting Unit: Web Services
Reporting Dept: User Solutions
Reports To: User Experience (UX) Librarian

OVERVIEW: Are you an MLIS student interested in chatbots/AI, user experience, and research? We are seeking a hard-working and driven SJSU iSchool student to assist with Kingbot, the Library’s After-Hours Chatbot. Kingbot is an AI chatbot that is activated after live chat reference hours are over, and provides circulation and basic reference information to University Library patrons. Depending on the question, it gives both textual answers and links to LibGuides or online library resources for more information regarding patron inquiries. This position’s primary responsibility is supporting chatbot user research and assisting the User Experience Librarian. This position is fully remote and no prior coding experience is required.

ESSENTIAL DUTIES AND RESPONSIBILITIES

• Transcribe data from usability studies, user interviews, surveys, and other user testing methods
• Assist with analyzing and organizing chatbot analytics and anonymous user data into research reports, spreadsheets, or slide decks
• Takes user research or chatbot training (Linkedin Learning, Google Certificate, etc)
• Create, maintain, and edit chatbot content
• Provide unique perspective and recommendations for improving the student user experience of the chatbot and the library website
• Performs other duties as assigned

Equipment and Machine used: PC, MAC
Software and Databases: Dialogflow (Chatbot Software), Kommunicate (Chatbot Software) Microsoft Office Suite (Word, Doc, Excel), and Google Suite (Gmail, Google Docs, Google Slides, etc)

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

Must be enrolled in SJSU iSchool’s MLIS program.
• Available to work 12 hours per week between the hours of 9 a.m. - 5 p.m.
• Interested in user experience, AI, chatbots, and other emerging technology and trends
• Excellent time management skills
• Great attention to detail
• Strong organizational and data entry skills
• Demonstrated proficiency in GoogleSpreadsheet/Excel
• Experience or knowledge of Google Slides, Canva, Adobe CreativeCloud, or data visualization tools
• Possesses excellent interpersonal skills needed to effectively communicate with team members
• Familiar with personal computers
• Working knowledge of English grammar, spelling, and punctuation
• Ability to work independently with minimal supervision
• Maintain regular attendance and schedule
WORK SCHEDULE:
- 12 hours per week for approximately 4 months
- Available to work between the hours of 9 a.m. - 5 p.m on Monday - Friday.
- Temporary Appointment: Mid-February - Mid-June
- Remote schedule

DESIRED CLASS LEVEL:
Grad Student

MAJOR:
Master of Library and Information Science (MLIS)

COMPENSATION: $18 an hour