



# STUDENT ASSISTANT POSITION DESCRIPTION

UNIVERSITY LIBRARY

One Washington Square + San José, CA 95192-0028

To apply for this position please fill out the Student Assistant Job Application (found at <http://library.sjsu.edu/employment/student-assistant-jobs>) and email to: [Library-studentapps-group@sjsu.edu](mailto:Library-studentapps-group@sjsu.edu) ... include the Position Title, Reporting Unit & Reporting Dept (below) in the email's subject line.

**Position Title:** Student Computer Services Student Assistant I

**Reporting Unit:** Information Technology

**Reporting Dept:** Student Computer Services (**SCS**)

**Reports To:** Technology Services Coordinator

## ESSENTIAL DUTIES AND RESPONSIBILITIES

- Support for loan and use of King Library technology devices and resources by means of the following:
- Provide excellent customer service to clients from the SJSU community in-person, by telephone, through email, by use of the library's check-out system, and by use of the University's trouble-ticket system.
- Communicate effectively and congenially with clients and co-workers, verbally and in writing.
- Follow established procedures to check out/in electronic devices (Laptops and tablets) and accessories
- and to maintain accurate and complete records.
- Assess and/or correct common computer issues with Apple and Windows-based computers, including wireless network access, printing, explaining how to use device(s) or the applications on the device(s), or referring clients to Computer Service Center on campus for repairs.
- Provide accurate information about, and referrals to other library and campus resources.
- Follow safety and security policies and procedures.
- Work independently, often without direct supervision.
- Perform routine maintenance on SCS devices (not clients), including (but not limited to) reimaging PC's, restoring iPads to default condition between users, testing devices or apps and monitoring/measuring the library's wireless network.
- Perform routine office chores; including (but not limited to) creating or updating Word Documents, Spreadsheets, or PowerPoint presentations, as well as cleaning, labeling and organizing the SCS area in general.

## QUALIFICATIONS

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

### 1. Education/Experience

- Student Assistant must be a -
- **Student Assistant hire** must be a matriculated SJSU student enrolled in at least 6 undergraduate or 4 graduate units; or
- **International student** must be a matriculated 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 matriculated SJSU student enrolled full time in at least 12 undergraduate units or at least 8 graduate units.

**2. Knowledge, Skills, Abilities required**

- Experience working with computers, applications and peripheral equipment such as printers, monitors, mice, USB devices; laptops and iPads; various email providers and applications; Microsoft Office, especially Word, Excel and Powerpoint; and experience with wireless networking in general (how to connect to and/or troubleshoot).
- Previous customer service or tutoring/teaching experience. (Experience supporting or teaching about computers preferred; any equivalent experience will be considered.)
- Ability to commit to the work schedule established each semester and to arrive on time for work consistently.
- A positive, helpful, cooperative and solution-oriented attitude.
- Student Assistants may be required to participate in other IT support activities from time to time (Helpdesk, Media Services, Purchasing, etc), previous experience in these areas will be a plus.
- Basic office skills (e.g., keyboarding, filing, improving office efficiency and ergonomics).
- Ability to communicate effectively and congenially in spoken and written English.
- Ability to work independently with minimal or no immediate supervision.
- At least one year away from graduation 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 visually confirm identity by comparing ID photos to individuals presenting themselves for services.
- Able to speak clearly with other people.
- Able to manipulate a hand-held barcode scanner and enter information in a computer using a keyboard and mouse.
- Able to lift and carry laptops, iPads and accessories weighing up to 6 pounds repeatedly from counter to cabinet and vice versa; able to plug/unplug power cords.
- Able to stand or sit at a counter or desk for extended periods of time.

**WORK SCHEDULE:**

Monday:	6pm - 10pm
Tuesday:	
Wednesday:	1 pm - 3pm
Thursday:	6 pm – 10 pm
Friday:	
Saturday:	
Sunday:	

Desired Class Level:  Frosh  Soph  Jr.  Sr.  Grad Student MAJOR: Open

SALARY RATE LEVEL:  2  3  4 INITIAL HIRING RANGE: \$13.50