



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 ... 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:	7:30 AM – 10:00 PM
Tuesday:	7:30 AM – 10:00 PM
Wednesday:	7:30 AM – 10:00 PM
Thursday:	7:30 AM – 10:00 PM
Friday:	7:30 AM – 6:00 PM
Saturday:	8:30 AM – 6:00 PM
Sunday:	12:30 PM – 10:00 PM

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

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