Position Description

Job Title: Student Assistant Technician
Position Department: Computer Services Center, Associated Students, SJSU
Status: Student Assistant, Part-Time
Supervisor: A.S. Operations Coordinator and Systems Administrator

Position Purpose

The Student Assistant Technician is responsible for providing service to the students of San Jose State University in the Associated Students Computer Services Center. Student Assistant Technicians are required to provide service at the service counter as well as provide technical services within the ASCSC.

Essential Duties and Responsibilities

(Other duties may be assigned)

1. The Student Assistant Technician is required to be able to interact and assist SJSU students who visit the Associated Students Computer Services Center in a polite, efficient, and effective manner. Good customer service interaction at the services counter and in the lab is essential to this position.
   Priority Weight Assigned: 25%

2. The Student Assistant Technician must be comfortable handling cash and inventory. Daily documentation is required for inventory and for any discrepancies while responsible for the cash register at the services counter. Copying and printing services must also be provided at the services counter.
   Priority Weight Assigned: 20%

3. The Student Assistant Technician will have working knowledge of Windows 2000 Professional, Windows XP, Apple, and / or Linux within a TCP/IP domain environment. In conjunction with knowledge of Operating Systems and common software like those within the Microsoft Office Suite, a Student Assistant Technician must be able to troubleshoot and safely perform hands on services for computers that are malfunctioning (e.g. replacing motherboards, memory, NIC, video cards, etc.). This requires a working knowledge of components within and it’s accessories to a typical PC type desktop computer system.
   Priority Weight Assigned: 30%

4. Daily maintenance of the ASCSC is a major duty of the Student Assistant Technician. This includes removal of garbage bags, vacuuming, organization, cleaning and dusting
   Priority Weight Assigned: 10%

5. Under direction of the A.S. Operations Coordinator and / or A.S. Systems Administrator, the Student Assistant Technician may be required to provide service
for front end IT needs for the Associated Student’s staff. This may include desktop support, basic network support that includes wireless networking as well as a common LAN, printing support, and laptop configuration.

Priority Weight Assigned: 10%

6. Cross training and attending training sessions within the department as well as within Associated Students is required.

Priority Weight Assigned: 5%

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty and responsibility satisfactorily.

Knowledge skills and abilities

1. Must be a San Jose State University student who is qualified to work.
2. Must have excellent customer service and interpersonal skills.
3. Requires working knowledge of basic computing and networking.
4. Ability to troubleshoot and fix / maintain common desktop and laptop systems
5. Requires excellent verbal and written communications skills.
6. Requires problem solving and analytical skills.

Education and/or experience

1. Currently enrolled as a San Jose State University student
2. Desktop support experience preferred but not required.

Guidelines

This position is not exempt from the provisions of Section 1 of the California Industrial Welfare Commission Orders.

Salary Range: Stage 1: $8.00 - $10.00 hourly

May 20, 2004