Position Title: IT Support Technician
Department: Information Technology / Print & Technology Center
Status: Part Time, Student
Reports To: IT Coordinator / Systems Administrator
Pay Range: $14.50 / hour

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POSITION PURPOSE
Under the direction and supervision of the IT Coordinator / Systems Administrator, the IT Support Technician performs a variety of functions related to the daily IT Services, including, but not limited to, providing technical support, computer diagnostics and troubleshooting, research and development of new IT solutions, and collaborating with team members.

ASSOCIATED STUDENTS
Associated Students (A.S.) represents the students of San José State University and speaks on their behalf for various policy making, academic and event planning decisions. Associated Students, SJSU is an independent non-profit corporation serving as an auxiliary and student government for San Jose State University.

EDUCATION / EXPERIENCE
● Must be a current SJSU student enrolled in Bachelor’s or Master’s program in Computer Science / Engineering, or a related field. At least 1 year remaining for graduation at SJSU is required.
● Must have IT related experience in the technologies listed under the required skills section. Must be prepared to handle technical challenges.
● CompTIA A+ certification is required for this position. Incumbent candidates must acquire A+ certification within three months of employment

AVAILABILITY:
● Must be available to work 3 days, Monday-Friday, and 12 hours minimum each week
● Student employees may work up to 20 hours per week & 25 hours for summer

ESSENTIAL DUTIES AND RESPONSIBILITIES:
● Troubleshooting and resolving hardware and software related issues. Installing and removing hardware and software components. (50%)
● Troubleshooting, debugging, and enhancing the stability, feature set, and UI for new or existing software applications (15%)
● Research and development of new methods, applications or programming strategies for improving performance, reliability of our IT resources and services (15%)
● Deploying computer updates and patches in a timely manner (10%)
● Train and educate other team members / staff members on as need basis (5%)
● Help and coordinate with certain non-programming / non-IT related support or assistance on as need basis (5%)

KNOWLEDGE, SKILLS, ABILITIES AND OUTCOMES:
To perform this job successfully, this individual must be able to perform each essential duty and responsibility satisfactorily. Additionally, must maintain professionalism, integrity, consistency and reliability at all times.

● Requires skills in troubleshooting software and hardware related issues
● Requires strong time and project management skills
● Willingness to be on-call as needed
● Requires excellent verbal and written communication skills
- Ability to work effectively and efficiently in a diverse University environment
- Ability to lift heavy objects that can sometimes weight 50lbs or more

**Required Skills / Credentials:**
- Windows 7/10, Mac OS, Linux, iOS, and Android.
- DNS, DHCP, TCP/IP, SSH, GitHub, HTML, and Microsoft Windows Services.
- MySQL/SQL/Oracle
- AJAX / Javascript
- HTML, CSS, XML

**Preferred Skills:**
- Perl / Python / PHP / Powershell / UNIX Shell scripting

**GUIDELINES**
This position is non-exempt from the provisions of Section 1 of the California Industrial Welfare Commission Orders.

This position has been identified as a mandated reporter required to report the observed or suspected abuse or neglect of children, dependent adults, or elders to designated law enforcement or social service agencies. We reserve the right to make employment contingent upon completion of signed statements acknowledging the responsibilities of a mandated reporter.

This position may be exposed to sensitive or personal information and is required to comply with the requirements set forth by the Integrated CSU Administrative Manual 8000 series and Associated Students Information Security Standards as a condition of employment.

A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position within Associated Students. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current Associated Students employees who apply for the position.

Associated Students is an equal opportunity employer and will consider all qualified applicants without any regard to race, color, national origin, ancestry, religion, creed, age, disability, medical condition, sex, sexual orientation, gender identity, genetic information, marital status, military and veteran status or any other basis protected by federal, state, or local laws. If you are an individual with a disability and require a reasonable accommodation to complete any part of the application process and/or need an alternative method of applying, please email as-hr@sjsu.edu. Associated Students hires only individuals lawfully authorized to work in the United States (Public Law 99-603).

**APPLICATIONS**
Applicants must submit a complete application through the Associated Students applicant tracking system, ADP. Only complete applications will be considered.

**DEADLINE**
The position will remain open until filled.

Click [here](#) to apply!