
One Washington Square • San José, CA 95192-0028

Thank you for your interest in working for the San José State University Library. By working for the University Library, students will gain valuable and relevant professional skills, including learning basic library operations and services, developing team building skills, applying a strong degree of individual judgment and initiative, managing multiple priorities, adapting ways to improve service with new workflows and technology, building leadership abilities, **and gaining expertise in enterprise software and hardware.**

To apply for this position, please fill out the **IT Helpdesk** Student-Assistant job application.

https://docs.google.com/forms/d/e/1FAIpQLSeowjldkZUmwmLz6TOs2D0LXH4Qva53gz1ElhKXg3V1fQURsw/viewform?usp=sf_link

Position Title:

IT Helpdesk Student-Assistant

Reporting Unit:

Innovation and Resources Management

Reporting Department:

MLK Library IT Helpdesk

Reports To:

Library Technology Coordinator

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Answering the Library IT Helpdesk ticketing system and phones to provide answers to staff and faculty questions (in person, via text chat, Zoom, and over the phone) regarding subjects pertaining to hardware, software, and academic technology in general.
- Installing hardware & software, establishing wired and wireless network connections, installing updates, upgrades and patches on computers; assisting Media Services and Student Computing Services with equipment repairs and troubleshooting. Also assists with inventory control, licensing control and IT purchasing functions.

QUALIFICATIONS

The requirements listed below include the equipment, knowledge, skills, and/or abilities to perform the essential functions of the position.

- The Student-Assistant must be a matriculated SJSU student enrolled in at least 6 undergraduate or 4 graduate units

- An International student must be a matriculated SJSU student enrolled full-time in at least 12 undergraduate or 9 graduate units, -or- enrolled in at least 6 units at SJSU and at least 6 units at another qualified institution during the same semester
- Work Study student preferred
 - A Work Study Student-Assistant must be a matriculated SJSU student enrolled full-time in at least 12 undergraduate or 8 graduate units
- Effective oral and written communication skills with various audiences, including students, faculty, staff, and members of the public
- Moderate to advanced computer skills, including MS Word, Excel, internet, and Gmail.
- Student-Assistants are provided on-the-job training in the use of SuperOps.ai, Active Directory, JAMF, and Azure InTune.
- Attention to detail and ability to follow established procedures
- Ability to work independently and employ effective judgment under general supervision
- Ability to contribute to a positive and diverse workplace environment
- Commitment to an established work schedule with punctual attendance
- Ability to maintain a professional appearance and demeanor
- Ability to adhere to university and library policies
- Ability to respectfully serve as a representative of SJSU and King Library

PHYSICAL REQUIREMENTS

This position works in a typical library and office environment with standard equipment and tasks. This position requires an on-site presence. The position is required to work at a computer terminal and desk for long periods of time. The position requires the ability to lift up to 20 lbs and to transport materials on library carts. Additional physical abilities required to complete the essential duties of the position include occasional transport of heavy equipment such as printers between carts and desks.

WORK SCHEDULE: 20 Hours per week during the semester

Spring 2024 University Library IT Helpdesk Open Hours

Monday:	8:00 a.m. – 6:00 p.m.
Tuesday:	8:00 a.m. – 6:00 p.m.
Wednesday:	8:00 a.m. – 6:00 p.m.
Thursday:	8:00 a.m. – 6:00 p.m.
Friday:	8:00 a.m. – 6:00 p.m.
Saturday:	
Sunday:	

INITIAL HIRING SALARY: \$17.55 per hour