California State University, East Bay

STUDENT ASSISTANT
ON-CAMPUS JOB LISTING
FY 05/06

DEPARTMENT: Information Technology, College of Letters, Arts, and Social Sciences  (CLASS)

LOCATION: CLASS IT (LI 1092)

CONTACT PERSON: Melody Guerrero  TELEPHONE: 510.885.xxxx

JOB TITLE: Student Computer Technical Assistant

SALARY RANGE: $9-$14 /hr, DOE  EMAIL: william.bergese@csueastbay.edu

DATE JOB(S) AVAILABLE: Feb 21, 2006 until March 21, 2006

JOB DESCRIPTION (Please include purpose of the job and duties and responsibilities):

The Tech Assistant works closely with the IT Consultants to deploy and maintain computers for faculty and staff by performing the following duties:

• Assist the IT Consultant and the Network Analyst in responding to second-level technical support issues, providing technical support to faculty and staff, answering their questions about computers and software (Windows, Mac OSX, MS Office, email, and so on).
• Install, operate, maintain, and troubleshoot hardware and software, including computers, monitors, projectors, scanners, and printers; configure and troubleshoot email, and provide inventory control.
• Physically move, set up, and remove computers and related equipment.
• Perform general office duties, including scanning, photocopying, and filing.
• Accept responsibility for special or difficult assignments, programs, or projects requiring judgment, maturity, and initiative.

DESIRABLE QUALIFICATIONS:

Minimum qualifications: Must be detail oriented, proficient in MS Office suite, have knowledge of Windows and Mac operating systems, and understand how email clients are configured. Must be able and willing to lift 50 pounds, to carry and move computers and equipment, and to crawl under a desk to connect a network cable—in exchange for the opportunity to gain real-world experience as part of a team of network and technical support professionals. Must have excellent communication skills and be able to work effectively with diverse students, faculty and staff members.

The ideal candidate will have experience with several of the following, and will be self-motivated to explore resources and gain knowledge of the others:

• Hardware (proper installation of computers and printers, shared and networked).
• Software (word processing, spreadsheets, databases, web pages, Norton Ghost, SPSS).
• Networking (TCP/IP, DHCP, MAC addresses, workstation administration, Web development, and network printing).
• Best practices for workstation configuration, software integration, and technical support.

SPECIAL INSTRUCTIONS / TRAINING REQUIREMENTS (if any) / DIRECTIONS (Attach maps if necessary):

Submit an application, including resume, at http://class.csueastbay.edu/app.htm

Job Listing (MyDocuments\FY0506\NewEmployee-1870)

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