Position Title: IT Coordinator
Position Department: Print & Technology Center (PTC)
FLSA Status: Non-exempt
Full/Part-Time: Full-time
Compensation: $55,000 - $65,000
Reports To: IT Manager

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**Associated Students Summary**
Associated Students’ (A.S.) mission is to support and represent the students of San José State University by continuing the organization’s legacy of student advocacy and leadership; to enhance SJSU students’ education through high quality programs and services; and to prepare students as they move towards a thoughtful and purposeful life after graduation.

A.S. is a non-profit auxiliary corporation serving the students of San Jose State University whose primary source of funding is from mandatory student body fees. A.S. Departments include the Cesar Chavez Community Action Center, Child Development Center, General Services Center, Human Resources, Information Technology, Events, Marketing, Print & Technology Center, Student Government, and Transportation Solutions.

**Position Summary**
The IT Coordinator is responsible for supervising and scheduling a team of IT Specialists that support internal software or hardware service requests and external customer electronics repairs.

**Essential Functions**
- Supervise IT Specialists and manage a schedule that ensures appropriate staffing for internal service requests and the rental/repair service counter.
- Assign and supervise diagnosis and repair of internal software or hardware and customer laptops, PCs, or cell phones.
- Work directly with IT specialists, employees and customers to promote excellent customer service, effective trouble shooting methods, appropriate diagnosis, and cost-effective repairs.
- Respond to escalating customer service issues and handle in a manner that results in a positive customer experience.
- Provide on-going coaching, training and act as consultant to IT Specialists as needed to achieve goals and high standards of customer service.
- Collaborate on IT infrastructure, systems, and development projects.
- Collaborate with the Marketing department to select rental and repair service marketing and promotion strategies.
- Review and approve schedule or time off requests and pay period timecards.
- Write and administer annual performance reviews for IT Specialists.
Knowledge, Skills, and Abilities
- Ability to effectively present information and respond to questions from managers, students and the general public.
- Ability to write business correspondences.
- Ability to work independently with minimal to no supervision.
- Ability to plan and organize office activities.
- Proficient in Microsoft and Apple operating systems and hardware support, G-Suite, systems troubleshooting, software support and backup strategies.
- Ability to work effectively with executives, department managers, staff, and the Board of Directors.
- Requires excellent verbal and written communication skills.
- Requires excellent interpersonal skills.
- Requires excellent problem solving and analytical skills
- Requires ability to effectively use outside resources for problem solving in house.

Work Environment, Hours and Physical Demands
- This job operates in an office environment and routinely uses standard office equipment.
- Work hours are Monday through Friday, 8:00 AM – 6:00 PM. Occasional evening and weekend work may be required as job duties demand.
- Must be able to operate a computer, including a keyboard and mouse, and phone.
- Must be able to occasionally lift or carry office or event products or supplies, up to 40 pounds.

Required or Preferred Education and Experience
- A bachelor’s degree in computer science or a related field with at least 3 years of experience with computer repairs, help desk support, and customer service responsibilities.
- CompTIA A+ or hardware systems related certifications are preferred.
- Excellent customer service and computer troubleshooting skills.
- One year of experience leading and supporting a team of employees.

Notes to Applicants
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 after a conditional offer of employment. Failure to satisfactorily complete the background check may affect a conditional offer of employment.

Equal Employment Statement
Associated Students provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. A.S. provides reasonable accommodations for applicants with disabilities who self-disclose.
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!