Position Title: IT Support Specialist  
Position Department: Information Technology/Print & Technology Center  
FLSA Status: Non-Exempt  
Full/Part-Time: Part-Time, Student  
Compensation: $16.00 per hour (20 hours per week)  
Reports To: Information Technology 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**
Under the direction and supervision of the IT Manager, the IT Support Specialist 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.

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

**Knowledge, Skills & Abilities**
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, Unix, 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

**Work Environment, Hours and Physical Demands**
- This job operates in an office environment and routinely uses standard office equipment.
- Part-time work hours are Monday through Friday, between 8:00 AM and 5:00 PM.
- Must be able to operate a computer, including a keyboard and mouse, and phone.
- Must be able to occasionally lift or carry office or technology products or supplies, up to 40 pounds.

**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

**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!