



ASSOCIATED STUDENTS  
SAN JOSE STATE UNIVERSITY

**Position Title:** IT Support Specialist  
**Position Department:** Information Technology/Print & Technology Center  
**FLSA Status:** Non-Exempt  
**Full/Part-Time:** Part-Time, Student  
**Compensation:** \$18.00 per hour  
**Reports To:** Senior IT Support Specialists & PTC Manager

Click [here](#) to apply!

### 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 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.
- Research and development of new methods, applications, and programming strategies for improving performance and 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 an as-needed basis.
- Help and coordinate with certain non-programming / non-IT related support or assistance on an as-needed basis.

### Knowledge, Skills, & Abilities

- Requires skills in troubleshooting software and hardware related issues.
- Requires strong time and project management skills.
- Requires excellent verbal and written communication skills.
- Ability to work effectively and efficiently in a diverse University environment.

### Work Environment, Hours, and Physical Demands

- Must be able to work at least 12 hours/week, with a minimum of 2 hours per shift. Operating

hours are Mon-Fri, 8:00AM – 5:00PM.

- Must be able and available to work during summer, winter, & spring break.
- This job operates in an office environment and routinely uses standard office equipment.
- 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 50 pounds.

### **Other Duties**

- This job description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities that are required of the employee for this job. Activities, duties, or responsibilities may change at any time, with or without notice. Employee must be available for at least 12 hours of work each week, and must be available for in-person operation.

### **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 2 years remaining for graduation at SJSU is required.
- CompTIA A+ certification is highly recommended for this position. Incumbent candidates should acquire A+ certification within six months of employment.

### **Required Skills / Credentials**

- Windows 7/8/10/11, Mac OS, iOS, and Android.

### **Preferred Skills**

- Perl / Python / PHP / Powershell / UNIX Shell scripting / Javascript
- HTML, CSS, XML
- Windows 2008/2012, and Linux/UNIX type servers
- Able to fully disassemble, diagnose, and repair various electronics
- Able to fully assemble a desktop PC from separate components

### **Notes to Applicants**

All Associated Students employees must be fully vaccinated against COVID-19 no later than September 30, 2021, unless they are exempt from this requirement because an exemption has been granted based on a medical contraindication or sincerely held religious beliefs. Fully vaccinated means that an individual has received all recommended doses of a COVID-19 vaccine that has received Emergency Use Authorization or full approval from the U.S. Food and Drug Administration (FDA) and that it has been at least two weeks since the final recommended dose.

The person holding this position is considered a mandated reporter under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 Revised July 21, 2017 as a condition of employment.

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!

