



Associated Students, San Jose State University
One Washington Square
San Jose, Ca 95192-0128

Position Title: IT Support Specialist
Position Department: Information Technology/Print & Technology Center
FLSA Status: Non-Exempt
Full/Part-Time: Part-Time, Student
Compensation: \$16.45 per hour
Reports To: IT/Tech Coordinator & 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.
- 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.
- Windows 2008/2012, and Linux/UNIX type servers.
- DNS, DHCP, TCP/IP, SSH, GitHub, HTML, and Microsoft Windows Services.
- MySQL/SQL/Oracle

Preferred Skills

- Perl / Python / PHP / Powershell / UNIX Shell scripting
- AJAX / Javascript
- HTML, CSS, XML
- Windows 2008/2012, and Linux/UNIX type servers.

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**
- 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 40 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 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 six months of employment

Notes to Applicants

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!