



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

Position Title: Tech Coordinator
Position Department: Print & Technology Center (PTC)
FLSA Status: Exempt
Compensation: \$64,000
Full/Part-Time: Full-time
Reports to: 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 Tech Coordinator is responsible for supervising and scheduling a team of IT/Tech Student Assistants that support internal software or hardware service requests and external customer electronics repairs.

Essential Functions

- Supervise IT/Tech Student Assistants 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, and cell phones.
- Work directly with IT/Tech Student Assistants, employees, and customers to promote excellent customer service, effective trouble shooting methods, appropriate diagnosis, and cost-effective repairs.
- Respond to 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/Tech Student Assistants 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 develop marketing and promotion strategies.
- Review and approve schedule or time off requests and pay period timecards.
- Write and administer annual performance reviews for IT/Tech Student Assistants.
- Document policies & procedures to ensure accurate records of assets

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.
- Knowledge of major operating systems
- Knowledge of computer networking/protocols
- Knowledge of best practices for IT security

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 – 5:00 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.
- Ability to lift heavy objects that can sometimes weight 50lbs or more.

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.

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 strongly preferred.
- One year of experience leading and supporting a team of employees.

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!