The Psychology Department at San Jose State University is involved in collaborative research with civil service scientists from the Human-Computer Interaction (HCI) Research group of the Human Systems Integration Division at the NASA Ames Research Center in Mountain View, CA. The research is centered on the development, design, and testing of next-generation mission ground systems for NASA’s space explorations missions.

The HCI Group contributes to missions across the agency by developing and supporting Mission Assurance Systems (MAS). Our stakeholders utilize our web applications built on our award-winning MAS platform for a variety of different objectives. You will use both technical and interpersonal skills to ensure our stakeholders receive excellent service and that problems are resolved quickly and effectively; create detailed documentation of our stakeholder service processes working alongside our development and design teams; synthesize feedback and research from our stakeholders to help drive the development of the next generation MAS software; and use your system-based expertise to administer solutions directly to the stakeholder. This position is

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**Position:** Research Associate (Project Coordinator)

**DEPARTMENT:** Research will be done under the auspices of the Psychology Department at San Jose State University

**IMMEDIATE SUPERVISOR:** Project Director, NASA program

**POSTING DATE:** 4/9/2020

**CLOSING DATE:** Open Until Filled

**SALARY:** $70K – $90K
Negotiable, DOQ/E
Fulltime (100%)

**BENEFITS:** Exceptional benefits for employees and eligible dependents: Company subsidized CalPERS medical selections, 3 PPO's and 7 HMO's; company paid dental and vision insurance for employees and eligible dependents; Life, AD&D, and LTD coverage; paid federal and state holidays; a 403 (b) retirement plan with a 7% employer retirement contribution following 1 year of benefited employment, which vests immediately; vacation accruals and a stand-alone sick leave hours accumulation; and a subsidized post-retirement medical insurance plan for eligible employees.

**EXEMPT STATUS:** Exempt (Salary)

**GENERAL NATURE OF POSITION:**
unique as it is multidisciplinary, combining information architecture, system taxonomy, QA/QC, and stakeholder communications into one role.

Our work environment is very open, collaborative and welcoming; we are a diverse and tight-knit team. We believe that fostering a comfortable workplace for everyone is important! Our team values a healthy approach to our work, from providing adjustable desks to maintaining a balanced work-life schedule. You will contribute to our wide diversity of skills and incorporate new ideas into our environment.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Collaborate with other HCI group members on software research development efforts of the Mission Assurance Systems.
2. Receive and triage stakeholder service requests, partnering with the right person or team to create solutions as needed and keeping a constant line of communication open with the user until the issue is fully resolved to the users’ satisfaction.
3. Work with our development and design teams to gather and assess requirements in order to find resolutions to open and ongoing issues.
4. Work independently to implement necessary fixes using your system knowledge.
5. Coordinate activities of our development and design teams by handling communication between the team and the stakeholder.
6. Contribute feedback to the deployment of timely and high-quality production web applications.
7. Assist in quality assurance and quality control of production applications by working with a team of testers.
8. Document user service processes and core features of software. Create knowledge bastions that can be used by the team, our larger stakeholder service organization and our users to solve problems.
9. Implement user service process improvement and information architecture recommendations changes as necessary
10. Other duties as assigned.

INTERPERSONAL CONTACTS:
1) Reports to the Project Director.
2) Interacts with NASA Ames civil service and Foundation research staff, including student assistants, on a daily basis.

SUPERVISORY RESPONSIBILITIES:
None, though may be called upon for advice and direction by others

QUALIFICATIONS:
1) Education and Experience
   • Bachelor’s degree in Computer Science, Software Development, or related degree or at least 4 years of equivalent work experience is required.
   • At least 4 years of experience working in a technical user service environment.
• At least 4 years of experience working with collaboration tools and user support software (e.g. Confluence, Google Docs, ServiceDesk) is required.

2) **Knowledge, Skills, Abilities Required**

   a) Ability to troubleshoot technical software systems.
   b) Ability to create and maintain clear and understandable documentation.
   c) Working knowledge of system taxonomies and information architecture.
   d) Ability to make quality decisions and seek out partnership within a team environment.
   e) Strong people skills, good at creating and maintaining relationships both within a team and with our external partners and stakeholders.
   f) Experience supporting users via phone, email, chat and/or in person.
   g) Excellent written- and verbal-communication skills.
   h) Effective organizational, user support, and problem-solving skills.
   i) Ability to work independently.

2) **Complexity of Duties**

   • Exercises independent judgment in the management and completion of diverse and complex set of tasks.

3) **Physical Requirements**

   • This is a local position on-site at Moffett Field and not a remote position.
   • Employee must be a US citizen or Permanent Resident.
   • Frequent and ongoing use of a computer terminal to conduct a variety of tasks.
   • Strength, dexterity, and coordination and/or ability to use a computer keyboard and read a video display terminal on a regular basis.
   • Work with time constraints and under pressure.
   • Located at NASA Ames Research Center. Therefore, the employee must meet security qualifications for entrance to the Center, including an Agency background check.
   • NOTE: The location is equipped for full accessibility.

NOTE: This position description intends to describe the general nature and level of work being performed by people assigned to this job. It is not intended to include all duties and responsibilities. The order in which duties and responsibilities are listed is not significant.

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**BENEFITS:**

**The comprehensive benefit package includes:**

   a) Ten company subsidized CalPERS health insurance plans to choose from (employee contributions differ according to plan and level of coverage)
   b) Employer paid dental and vision for both employee and eligible dependents
   c) Life, AD&D, LTD with supplemental coverage opportunities
   d) 13 paid Federal & State Holidays
   e) Retirement Plan: 403 (b) employee contribution plan component and a 403 (b) employer Contribution component, which vests immediately
   f) Vacation hours accruals and separate sick hours accumulations.
   g) Employee Discounts
   h) Paid Training and Conferences

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APPLICATION PROCEDURE
To apply for this position, an applicant must submit a formal application for employment, as well as a resume and a cover letter. The applicant may do this via e-mail. The formal employment application may be obtained from the Research Foundation through its website at http://www.sjsu.edu/researchfoundation/open/index.html

Due to the COVID-19 health crisis, all candidates must submit their application materials via the foundation-job@sjsu.edu email address. Please be sure to include the HR job code of: NASA RAPC on the formal employment application.

Reasonable Accommodation
The San José State Research Foundation is committed to providing access, equal opportunity and reasonable accommodation for individuals with physical or mental disabilities in the employment, recruitment, examination, hiring and interviewing processes. If you are a job seeker with a physical or mental disability and require a reasonable accommodation to search, apply, or interview for a job opening or otherwise need a reasonable accommodation during the application and hiring process, please contact us at foundation-jobs@sjsu.edu. In the email message, please indicate your full name, phone number and the type of assistance required. You must not reveal the underlying medical reason for your needed reasonable accommodation or otherwise disclose confidential medical information. You may also call (408) 924-1400 from 8:00am to 5:00pm (PST), Monday through Friday, excluding holidays, to get assistance.

The Research Foundation provides excellent benefits package to benefited employees. Please visit: https://www.sjsu.edu/researchfoundation/humanresources/benefits/index.html to get more details.

Research Foundation employment is separate and distinct from San Jose State University or State of California employment. Research Foundation employees are not employees of either SJSU or of the state of California.

The San Jose State University Research Foundation (SJSURF) is a non-profit auxiliary of San Jose State University. SJSURF is totally self supported. The majority of the organization’s funding comes from the federal government, and other public and private entities. With annual revenues totaling over $65 million, programs managed through SJSURF cover a rich diversity of applied research, public services, and educational related activities.

SAN JOSE STATE UNIVERSITY RESEARCH FOUNDATION is an Equal Opportunity Employer and does not discriminate on the basis of race, color, creed, gender, religion, marital status, registered domestic partner status, age, national origin, ancestry, physical or mental disability, medical condition, sex, genetic information, sexual orientation, military and veteran status or any other consideration made unlawful by federal, state, or local laws. It also prohibits unlawful discrimination based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics.

A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position with the SJSURF. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current SJSURF employees who apply for the position.