Employment Opportunity
Student Assistant – Level III (Technology Support)

RECRUITMENT ID: N045

CLASSIFICATION: Student Assistant III

DEPARTMENT: National Center on Deafness

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SALARY/TIMEBASE: Hiring Range: up to $13.00/hour (part time)

GENERAL INFORMATION: Hours to be determined, up to 20 hours per week, between 8am-5pm, M-F.

Job Requirements/Duties:

Under general supervision, the candidate must have the ability to apply thorough technology problem solving, support, and usability, both independently and in collaboration with campus information technology; must possess excellent communication, organizational, and interpersonal skills. Intermediate proficiency in Microsoft Office programs (e.g. Access, Excel, PowerPoint, Word), and web browsers; ability to work on several projects at once; excellent project management and time management skills. Responsible for up-to-date maintenance of departmental inventory and technology procedures, provides troubleshoot assistance for internal staff and speech-to-text transcribers, and performs occasional technology training. Responsible for preparing accurate transcripts and captioning media files for online distribution (accessibility). Assumes project lead provides input and recommendations on various technology initiatives (hardware, software and web development); analyzes user, system and application needs; ensures applications are accessible and responsive to user needs; conducts research and prepares reports; explores new or innovative technologies to enhance deaf and hard of hearing communication access. Prepares and maintains standard operating procedures (SOP) and reports; researches new technologies and services; and performs other duties as assigned.

Qualifications:

Demonstrate ability to format drives (DBAN), create image files and install operating systems, various applications, and peripheral configurations, e.g., internet and printer connectivity; ability to quickly master MS Windows Active Directory to manage computers, users and permissions; ability to create and configure Group Policy Object management settings. General knowledge of programming and testing methods and techniques for web design applications, as well as standard systems analysis techniques and generally accepted documentation methods. Thorough knowledge of PC/MAC based web browsers and related tools, with a particular focus on accessibility. Ability and specialized skills to: analyze problems; propose effective solutions; understand functional and procedural requirements; relate solutions to management, technical staff, and users. Experience using MS Outlook and *my*NORTHRIDGE PORTAL. Experience with ticketing software, other CRM software, and captioning software preferred. American Sign Language skills preferred.

Knowledge, Specialized Skills and Abilities:

Ability to self-start and follow through on projects; establish and maintain effective working relationships with students, staff, and faculty; communicate clearly and effectively; strong analytical and innovative skills; demonstrate excellent organizational and hardware/software technical skills.

Initial review begins immediately and will continue until position is filled. Submit a completed Employment Application, resume, cover letter, and an unofficial academic transcript to the National Center on Deafness [NCOD].

03/20/2017