Position Description

**Department:** Associated Students Technology Support

**Job Title:** Student Technology Assistant – Desktop Support

**Position Overview:**
Under supervision of the AS Tech Support Assistant, provides desktop and electronic device support for all users, student and staff, within the organization.

**Duties:**
- Provides technical assistance and software support to students and staff via remote support application, telephone, Zoom, chat application, and in-person.
- Write step-by-step instructions for end-users, as well as write, update, and test technical documentation and procedures for internal departmental use.
- Assists users in setting up and configuring workstations and devices.
- Installs, upgrades, and maintains software applications.
- Install computer hardware and peripheral components.
- Performs other related duties as assigned.

**Qualifications:**
- Must be currently enrolled as a CSUN student.
- Equivalent knowledge, ability to learn, or possession of, a CompTIA A+ certification.
- Thorough knowledge of MS software products (Windows 10, MS Office, Outlook) and Mac operating systems (OSX and iOS).
- Ability to pay close attention to detail and learn new applications quickly and thoroughly.
- Ability to type proficiently (60wpm at 85% accuracy or greater).
- Ability to carry up to 20 pounds.
- Ability to work without immediate supervision.
- Ability to work effectively in a multicultural environment.

**Location:** Work-From-Home, with the intent to rotate and/or transition to on-campus work (building USU-I100) when approved.

**Hours:** up to 20 hours per week

**Classification:** II

**Salary Range:** $15.50-$17.00/hour

**Desired Major(s):** any, technology related preferred

**Desired Class Level(s):** any

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