AS | ASSOCIATED STUDENTS

Position Description

Department: Associated Students Information Technology

Job Title: Student Technology Assistant – Desktop Support

Position Overview:
Under general supervision of the AS Information Technology Manager, 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 25 pounds.
- Ability to work without immediate supervision.
- Ability to work effectively in a multicultural environment.

Location: USU-100, with occasional work-from-home as approved.

Hours: up to 20 hours per week

Classification: II

Salary Range: $17.28-$18.24/hour

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Desired Major(s): any, technology-related preferred (Computer Information Technology, Information Systems, Computer Science)

Desired Class Level(s): any, successful completion of CIT 210/L, IS 212, and/or COMP 222 or equivalent preferred

Associated Students, California State University, Northridge, Inc. (A.S.) is proud to operate on the California State University, Northridge (CSUN) campus serving students. As part of the campus community, A.S. follows the California State University (CSU) policy that requires all faculty, staff and students who are accessing campus facilities at any university location to be immunized (aka vaccinated) against the virus that causes COVID-19. The policy does allow for medical or religious exemption from the immunization requirement.
A.S. requires all of its employees to be fully vaccinated against COVID-19, or present a medical or religious exemption and any appropriate back up documentation. Fully vaccinated is defined as having the last immunization shot at least 14 days prior to the date being evaluated. Current and new employees of A.S. are required to adhere to this policy by September 30, 2021 and remain in adherence after that date

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.

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