Student Job Title: IT User Services / Desktop Architecture / Desktop Support Information Technology

Contact: Eugene Garcia (eugene.garcia@csun.edu)

Office: IT Sequoia Hall SQ 195

Starting Rate: $11.00

Hours: 20 hours/week

Job Requirements/Duties:
Provides computing and desktop related support to employees of administrative divisions such as: Administration & Finance Division, University Advancement Division, The University Corporation, Athletics Department, Information Technology and other supported departments. Helps maintain PC-based computing facilities; diagnoses and corrects hardware, software, operating system failures; and assists in installing new software or upgrading existing software. Utilizes System Center Configuration Manager to remote control desktops, perform hardware/software inventory and remote diagnostics. Assists in coordination of help desk activities; manages cases on in the help desk software: log, track, review, and resolve cases; and performs other duties as assigned.

Qualifications:
Knowledge of Intel based hardware. Working knowledge of Microsoft Windows (DOS, 3.1, Windows 7/8) and Office products. Some experience in troubleshooting, installing, configuring, and maintaining Intel based PCs in a networked environment. Ability to organize projects and work within time frames and deadlines; continue to acquire knowledge and skills to perform assigned tasks; effectively present ideas, explain problems and recommend solutions orally and in writing; establish and maintain effective communication with staff and students of administrative divisions and supported units; and work as a team member. Must be a matriculated student at CSUN.

Complete the IT Student Employment Application to apply for this position.