CALIFORNIA STATE UNIVERSITY
Stanislaus

STUDENT ASSISTANT EMPLOYMENT OPPORTUNITY
(Non-Work Study)

POSITION: Technology Support Desk Student Assistant **JOB NUMBER: #SA-4258**

Temporary hourly-intermittent position available on or after August 22, 2017 and ending on or before May 30, 2018 for the Office of Information Technology. Possibility of rehire based on performance, department needs, and budget.

DUTIES: This position will perform duties to include, but not limited to:

- Provide technology and system related support to university students, faculty, and staff.
- Provide on-site, tier 1 assistance for computer, printer, and classroom technology issues.
- Prepare and submit work order requests using problem ticket module.
- Act as a liaison and interface between faculty, staff, and information systems resources staff.
- Ensure that campus computer, lab, and network policies/practices are observed.
- Perform other duties or projects as assigned.

QUALIFICATIONS:

- Undergraduate students must be registered/enrolled in a minimum of six (6) Fall/Spring units.
- Post-baccalaureate students must be registered in a minimum of four (4) Fall/Spring units in a graduate program.
- Must meet all other eligibility requirements per the Student Employment Policies (see http://www.csustan.edu/hr/EmployeeResources/HiringStudentAssistants.html).
- Customer service skills and motivation.
- Experience and working knowledge in Windows and/or macOS, Microsoft Office (including Outlook), internet browsers, and general knowledge and function of e-mail.
- Experience in troubleshooting information systems and web-based systems. Prefer current knowledge of myCSUSTAN, blackboard, and student email.
- Ability to learn campus systems and policies/practices.
- Ability to work co-operatively and calmly with university students, faculty, and staff in stressful situations.
- Ability to explain technical terms in non-technical manner.
- Dependable.

SALARY: $10.50 per hour
APPLICATION DEADLINE: August 15, 2017

APPLICATION PROCEDURE: Qualified candidates must submit: 1) a completed Student Assistant Employment Application (download at http://www.csustan.edu/hr/Employment_Opportunities/Student/index.html), 2) resume 3) cover letter and 4) available work schedule via in person, email or mail:

Dan Olivas
L150
One University Circle, Turlock 95382
Phone: (209) 664-6975
Email: dolivas@csustan.edu

A background check (which includes checks of employment records, education records, criminal records, civil records; and *may* include motor vehicle records, professional licenses, and sex offender registries, as position requires) must be completed satisfactorily before any candidate can be offered a position with the CSU. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.

Applicants requiring necessary accommodations to the application process may contact the Human Resources Department at (209) 667-3351. California Relay Service is available at (800) 735-2922 voice and (800) 735-2929 TDD. As a federal contractor, we are committed to attracting a diverse applicant pool. Please consider completing the Voluntary Self-Identification of Disability form (your response will not be shared with the search committee) at: http://www.dol.gov/ofccp/regs/compliance/sec503/Voluntary_Self-Identification_of_Disability_CC-305_SD_Edit1.24.14.pdf.

THE INDIVIDUALS WHO APPEAR TO BE THE BEST QUALIFIED FOR THIS POSITION WILL BE CONTACTED BY TELEPHONE FOR AN INTERVIEW

THE ANNUAL CAMPUS SECURITY AND FIRE REPORT INCLUDES STATISTICS FOR THE PREVIOUS THREE YEARS CONCERNING REPORTED CRIMES THAT OCCURRED ON CAMPUS; IN CERTAIN OFF-CAMPUS BUILDINGS OR PROPERTY OWNED OR CONTROLLED BY STANISLAUS STATE; AND ON PUBLIC PROPERTY WITHIN, OR IMMEDIATELY ADJACENT TO AND ACCESSIBLE FROM THE CAMPUS. THE REPORT ALSO INCLUDES INSTITUTIONAL POLICIES CONCERNING CAMPUS SECURITY, SUCH AS ALCOHOL AND DRUG USE, CRIME PREVENTION, THE REPORTING OF CRIMES, SEXUAL ASSAULT AND, CAMPUS FIRE STATISTICS. YOU CAN OBTAIN A COPY OF THIS REPORT AT: HTTPS://WWW.CSUSTAN.EDU/UPD/CRIME-STATISTICS. TO REQUEST A PRINTED COPY CALL: (209) 667-3572; FAX: (209) 667-3104; OR EMAIL: PUBLIC_SAFETY@CSUSTAN.EDU. INFORMATION REGARDING CAMPUS SECURITY REPORTS AT OTHER LOCATIONS CAN BE FOUND AT: HTTP://OPE.ED.GOV/SECURITY/. CLERY ACT: IN COMPLIANCE WITH THE JEANNE CLERY DISCLOSURE OF CAMPUS SECURITY POLICY AND CRIME STATISTICS ACT, CRIME REPORT STATISTICS ARE AVAILABLE AT: WWW.CSUSTAN.EDU/UPD/PAGES/CAMPUSCRIMESTATISTICS/INDEX.HTML.

THE UNIVERSITY IS AN EQUAL OPPORTUNITY EMPLOYER AND DOES NOT DISCRIMINATE AGAINST PERSONS ON THE BASIS OF RACE, RELIGION, COLOR, ANCESTRY, AGE, DISABILITY, GENETIC INFORMATION, GENDER, GENDER IDENTITY, GENDER EXPRESSION, MARITAL STATUS, MEDICAL CONDITION, NATIONAL ORIGIN, SEX, SEXUAL ORIENTATION, COVERED VETERAN STATUS, OR ANY OTHER PROTECTED STATUS. ALL QUALIFIED INDIVIDUALS ARE ENCOURAGED TO APPLY. CSU STANISLAUS HIRES ONLY INDIVIDUALS LAWFULLY AUTHORIZED TO WORK IN THE UNITED STATES. THE PERSON HOLDING THIS POSITION IS CONSIDERED A 'MANDATED REPORTER' UNDER THE CALIFORNIA CHILD ABUSE AND NEGLECT REPORTING ACT AND IS REQUIRED TO COMPLY WITH THE REQUIREMENTS SET FORTH IN CSU EXECUTIVE ORDER 1083 AS A CONDITION OF EMPLOYMENT.

INFORMATION CONTAINED IN THIS ANNOUNCEMENT MAY BE SUBJECT TO CHANGE WITHOUT NOTICE (01/2016)