

Posting Details

WORKING TITLE	Student Technology Coordinator
NUMBER OF OPENINGS	1
POSITION OPEN DATES	March 8 - 29, 2022
DESIRED START DATE	Aug. 14, 2023
LOCATION	Hybrid – This position requires work to be conducted at the Career Center. At the discretion of their supervisor, this position may partially work remotely/virtually.
HOURLY PAY	Starting at \$ 14.50, will increase to \$15.50 July 1
HOURS PER WEEK	12 - 18
SUMMER EMPLOYMENT	Available, but not required
EDUCATIONAL REQUIREMENT	Must be a currently enrolled student at CSU

MINIMUM QUALIFICATIONS	<ul style="list-style-type: none"> • Must have a basic understanding and working knowledge of Windows 10 and/or MAC OSX computers, printers, and Office products such as Word, Excel, and PowerPoint. • Must have a strong work ethic and commitment to customer support. • Must possess a strong sense of responsibility and integrity.
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PREFERRED QUALIFICATIONS	<p>A candidate with a strong work ethic who is dependable and can take directions well. You don't need advanced computer skills, however, you *do* need to be coachable, adaptable, willing to learn, and willing to go out and find the answers.</p> <ul style="list-style-type: none"> • Advanced experience with Windows 10, MacOS, WordPress, Active Directory, SCCM imaging, Networks, Printers, Helpdesk systems, and Audio/Visual setups. • Good analytical and troubleshooting skills. • Good written and verbal communications skills. • Ability to explain technical subject matter to non-technical people. • Ability to learn new technologies quickly.
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Essential Job Duties

POSITION SUMMARY	The Student Tech Coordinator will provide technical support for the staff and student staff at the Career Center, remotely and in person. They will help set up new users, image PCs, troubleshoot both PCs and MACs, troubleshoot printing issues, perform website updates in WordPress.
CAREER DEVELOPMENT	<ul style="list-style-type: none"> • Attend career development training sessions to learn about job searching, update your resume & LinkedIn profile, and improve interviewing skills.
CRITICAL THINKING & PROBLEM SOLVING	<ul style="list-style-type: none"> • Develop keen analytical and problem-solving skills. • Develop creative ways to solve non-standard support issues.
DIGITAL PROFICIENCY	<ul style="list-style-type: none"> • Gain solid understanding of Active Directory, imaging PCs using SCCM, uploading and editing videos on YouTube, Zoom proficiency, using a Help Desk ticketing system, and Hybrid audio/visual set ups.
INCLUSIVE TEAMWORK	<ul style="list-style-type: none"> • Provide customer support and learn to patiently explain technical material to non-technical customers.
PERSONAL ACCOUNTABILITY	<ul style="list-style-type: none"> • This job requires a high degree of integrity and responsibility. Ability to adapt to high pressure situations.
VERBAL & WRITTEN COMMUNICATION	<ul style="list-style-type: none"> • Gain a solid understanding of how to communicate, both verbally and in writing (via our Help Desk ticketing system or via email).