



STUDENT ASSISTANT EMPLOYMENT OPPORTUNITY

Title:	IT Assistant Technician
Department:	IT
Hourly Rate:	\$15.26
Posting Date:	August 9, 2019
Hours:	Up to 20 hours per week; shifts based on operational need of the organization; evening and weekend hours may be required.

Position Definition

Under general supervision from the ASI Associate Executive Director and the University Desktop Technical Support Services Staff, the IT Assistant Technician provides quality customer and technical assistance in support of the organization's information technology functions. Performing a variety of skilled tasks requiring moderate latitude for the exercise of independent judgment and decision-making. This position will also assist in the research, development, enhancement, and maintenance of technologies in the organization.

Essential Duties

- Provides technical support in-person, by phone, or through remote desktop tools to end-users
- Assists with providing troubleshooting of computer hardware and software-related issues
- Assists with the configuration, testing, deployment, and routine maintenance of technical equipment including, but not limited to: desktops, laptops, tablets, mobile devices, hand scanners, printers, scanners, and various peripherals
- Assists with routine auditing of computer hardware inventory and supplies
- Collaborates with ASI departments to gather functional requirements for IT projects and assists with the planning, coordination, and communication between various stakeholders
- Assists with the research, development, and feasibility study of new technologies
- Assists with evaluating current technological resources and analysis of technical needs throughout organization
- Assists with the creation of technical and procedural documentation
- Assists ASI Administration Office with various projects and assignments as needed
- Performs other IT projects as assigned

Qualifications

- Minimum of 1 year of IT-related experience preferred
- Knowledge of technical terminology, configuration, and troubleshooting of standard hardware/software currently in use (e.g. Windows PC, macOS devices, Android OS devices, iOS devices, Microsoft Office Suite, Adobe Acrobat, Adobe Creative Cloud, etc.)
- Familiarity with VBScript, Active Directory, VPNs, PowerShell, HTML desired
- Must possess exceptional interpersonal and customer service oriented skills
- Must be able to communicate effectively, verbally and in written form
- Ability to prioritize tasks, display initiative, and remain flexible in a changing environment
- Ability to make independent decisions and make appropriate recommendations
- Ability to articulate instructions to end-users with various levels of computer literacy
- Ability to gather and analyze facts, define problems, devise solutions, and take appropriate action
- Ability to maintain professional work conduct
- Must possess ability to work well within a team and/or independently when necessary without close supervision
- Demonstrated ability to work with a diverse student population and campus community
- Ability to satisfactorily complete a background check (including a criminal records check)

Position Sensitivity

Based on the duties and responsibilities of this position, this position has been designated to be a sensitive position with access to sensitive data.

Background Check

A background check (including a criminal records check) must be completed satisfactorily before any candidate can begin employment with Associated Students, Inc., Cal Poly Pomona. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current ASI employees who apply for this position.

Work Environment

Frequently required to sit, talk and hear; manual dexterity, eye-hand coordination and verbal communication; use of office equipment: computers, telephones, calculator, copier and fax. Must be able to walk, stand, bend, crawl in tight spaces, and lift up to 50 pounds.

Employment Eligibility:

Employment with ASI is open to any Cal Poly Pomona student who is eligible to work and has the legal right to work in the United States. In addition, student employees must be currently enrolled in a minimum of 6.0 units (undergraduate) and 4.0 units (graduate), international student employees must be enrolled in a minimum of 12.0 units (undergraduate) and 8.0 units (graduate) at the end of the add-drop period. Student employees are required to have a minimum overall and Cal Poly Pomona GPA of 2.0 and be in good academic standing with the University. Individuals enrolled only in Extended University are not eligible for hire. Exceptions to the unit load requirement are allowed during the summer term and for students who have applied for graduation for the current term. Applications for employment are available at the ASI Human Resources Office located on the first floor of the Bronco Student Center, Room 1216 or online at <http://asi.cpp.edu/hr/>

Systemwide Smoke and Tobacco Free Environment EO 1108:

Cal Poly Pomona is a smoke and tobacco-free campus. Please refer to the link below for policy information. <http://www.calstate.edu/EO/EO-1108.html>

Mandated Reporting Requirement:

In compliance with the California Child Abuse and Neglect Reporting Act (CANRA) and the CSU Executive Order 1083, each ASI employee is designated as a mandated reporter and is required to sign an Acknowledgment of Mandated Reporter Status and Legal Duty to Report Child Abuse and Neglect.

About the Associated Students Incorporated:

Established in 1963, Associated Students, Inc. (ASI) is a recognized auxiliary organization of Cal Poly Pomona that is led, funded and mainly staffed by students. Guided by the core commitments to the promotion of student development and provision of quality facilities, programs and services, ASI provides for student representation at the campus and system wide level and offers leadership development through student government, student-led programming, student employment and student involvement in a wide array of Bronco Student Center programs and services, including The Bronco Recreation and Intramural Complex (BRIC), as well as the Children's Center. ASI fully supports the enrichment of student life by providing annual funding support for student clubs and organizations, diversity programs, athletic scholarships and academic support programs.

ASI is an Equal Opportunity Employer