



August 14, 2013

JOB OPPORTUNITY

If you are seeking a challenging position, we have the ideal job for you.

CLASSIFICATION:

STUDENT ASSISTANT

TENURE/TIME BASE:

INTERMITTENT TEMPORARY

BUREAU:

INFORMATION TECHNOLOGY BUREAU

MONTHLY SALARY:

Student Assistant Range A - \$1458 - \$1558

Student Assistant Range B - \$1558 - \$1675

Student Assistant Range C - \$1675 - \$1799

Student Assistant Range D - \$1799 - \$1941

(Salary will be based on the number of units. A minimum of 6 units is required)

SUMMARY: Under the direct supervision of the Chief Information Officer, the student assistant will assist with IT help desk related functions.

ESSENTIAL FUNCTIONS:

Provides help desk support (personal computer and laptop, software; computer inventory and various operational support functions) for the California state Library; assist in maintenance and customer support issues, assist with troubleshooting and end-user support; software and hardware issues; answer and resolve questions from CSL staff regarding IT equipment; assist with setting up new employee IT equipment.

Assists in maintaining inventory of all computer hardware and software; creating and updating documentation on trouble tickets and procedures; installing hardware (mice, keyboards, monitors, printers, etc.); install software (operating system, Microsoft Office, etc.) troubleshoot software (operating system, Microsoft Office, etc.).

Provides assistance in unpacking, imaging, configuring and installation of new PCs and Laptops. Will also assist in the removal of replaced equipment as well as preparing the devices for surplus or disposal.

Occasional clerical work including calling vendors for quotes, preparing orders, receiving and logging supplies, and assist in keeping IT storage areas and server rooms organized and clean; other duties as required.

*Student Assistant
Intermittent, Temporary*

*Information Technology Bureau
Final File Date: 08/27/2013*

DESIRABLE QUALIFICATIONS:

- Familiarity with microcomputer hardware and software components and technology.
- Understanding software copyright and licensing issues.
- Some experience with installing and configuring hardware and software.
- Some experience with Windows XP, Windows7, and Windows 8.
- Good writing skills, with the ability to write clearly and concisely.
- Possess a working proficiency in Microsoft Word, Outlook and Excel.

INTERPERSONAL SKILLS:

- Good organizational skills.
- Good oral and written communication skills.
- Ability to follow instruction.
- Ability to multitask, meet deadlines, and adjust to changing priorities.
- Ability to exercise initiative and flexibility.
- Ability to work independently.

WORK ENVIRONMENT:

- Ability to work in a climate-controlled office environment.
- Ability to maintain a professional appearance.

PHYSICAL ABILITIES

- Ability to stand/or sit for extended periods of time.
- Ability lift 40 lbs..

WHO MAY APPLY:

All interested applicants must submit a standard State Application Form STD 678 (with original signature) and must include copy of School Transcripts and proof of enrollment to: Nejla Shifa, Human Resources Services Office, 900 N Street, Ste 400, Sacramento, CA 95814, (916) 654-6054.

EQUAL OPPORTUNITY EMPLOYER