A. Position Information

Title: Student Assistant

Department/Unit: SDSU Student Computing Help Desk
Information and Digital Technologies

Supervisor: Renee Carson

B. Function of the Employing Unit:

The Student Computing Center (SCC) in Library & Information Access is located on the 2nd floor of the Malcolm A. Love Library building is the largest computer lab at San Diego State University. The SCC’s purpose is to facilitate students in completing assigned class work, as well as provide assistance relating to the internet, e-mail, file transfers, PC and Macintosh Operating Systems, Microsoft Office software, and business databases. We also offer a wide range of support to assist students with computer problems relating to PC and Macintosh Operating Systems, hardware, and software, ROHAN account information and help, UNIX system commands, file transfers, web page creation and troubleshooting, internet (FTP, web, e-mail) security issues and virus problems.

C. Position Purpose

Under the direction of their staff supervisor, the SCC Help Desk Consultants are the first point of contact for students seeking technical assistance for campus technology issues. They maintain the smooth operation of the SCC Help Desk and Computer lab.

SCC Help Desk Consultants are responsible for the day-to-day operation of the help desk and the computer lab, specifically:

- Instructing and assisting users with lab equipment and software use.
- Providing support for campus computing via telephone and in-person assistance.
- Maintaining lab equipment.
- Other duties as assigned.
D. Duties and Responsibilities of the Position

(80%) I. Assisting Students/Answering Questions

Job Tasks

1. Assist students and answer questions on the following topics: basic UNIX system commands [i.e. ssh], MS Office (Word, Excel, Access and PowerPoint), basic graphics, ROHAN account usage (quota and password problems for example) and ROHAN webmail.

2. Paid printing – color, black and white, and transparencies, etc.

3. Assist students in the creation of web pages on ROHAN.

4. Responsible for the initial process for creating new ROHAN accounts for faculty/staff as well as handling password and allocation changes.

5. First contact for Blackboard support for students.

6. First contact for Webportal support for students.

7. Assist students with computer virus issues.

8. Wireless troubleshooting. Assist patrons in getting their laptop computers logged on to the wireless network.

(15%) IV. Help Desk and Lab Maintenance

Job Tasks

1. Assists in diagnosing and repairing hardware in the Lab and at the Help Desk.

2. Assists in the upkeep of Lab and Help Desk computers. This involves reformatting the hard drives, re-installing or updating software and researching comprehensive problems regarding Lab and Help Desk machines.

3. Assists in the maintenance of the Lab and Help Desk computers and facilities. This includes cleaning or replacement of keyboards, monitors and mice, cleaning the work areas, straightening chairs, enforcing "no food" and "no games" policies, etc.

4. Assists in maintaining Lab and Help Desk Printers, filling paper, changing toner.

(5%) V. Other Duties as Assigned

Student Assistant may be required to carry out tasks which are appropriate to this job, but are not specifically defined in this document.
E. Minimum Qualifications:

1. Knowledge and understanding of computer hardware and their operating systems, as well as, proper maintenance procedures sufficient to allow successful performance of the duties of the position.

2. Knowledge and understanding of computers and software, and their interaction sufficient to allow successful performance of the duties of the position.

3. Excellent writing skills including proper use of grammar.

4. Knowledge and understanding of software packages used in the Lab and at the Help Desk.

5. Knowledge and understanding of PC and Mac Hardware. Ability to troubleshoot and repair basic problems.

6. Ability to teach students in one-on-one situations.

7. Knowledge of or ability to acquire an understanding of UNIX (system commands [i.e. ssh], ROHAN webmail and POP-based Email (i.e. Mail, Outlook).

8. Knowledge of the MS Office suite of software products.

9. Knowledge and understanding of the Internet and its services (FTP, RSS feeds, etc.), as well as the software used to access these services (Web browsers, email applications, news readers.)

10. Ability to handle secure, private information (RedIDs, passwords, etc.) in a professional manner.

11. Ability to explain and document computing issues to a non-technical audience.

12. Resourceful, willing and able to learn new things in order to perform their job duties with minimal supervision.

13. Ability to follow written procedures; to follow oral and written directions; to establish and maintain cooperative working relationships with others; and to read and write at a level appropriate to the duties of the position.

Incumbent Signature ____________________________  Date ________

Supervisor Signature ____________________________  Date ________