

Help Desk Analyst **Enterprise Technology Services**

Student Assistant

(20 hrs. maximum per week / 40 hrs. maximum per week when classes are not in session)

Pay:

\$10 per hour.

Responsibilities:

Assist campus faculty and staff members with setting up and managing email and calendaring. Answer question regarding email accounts and campus networks including the wireless network. Answer telephones and manage the front desk. Write and proof read instructional documentation. Distribute software. Assist with mobile phones. Assist TNS Billing and Campus Operators when needed.

Required Qualifications:

Must be a currently enrolled SDSU student taking at least 6 units during the Fall or Spring semester (College of Extended Studies does not qualify). Must have a minimum GPA of 2.6 and must have at least 3 semesters before graduation.

Prefer IT experience or Computer Based Majors:

Computer Engineering

Computer Science

Management Information Systems

Familiar with Windows 7/8.1/10 and MAC OS 10.X (all versions). Must have strong computer skills and be able to troubleshoot computers. Must have strong communication and written skills and be able to work in a group environment. Some knowledge of computer networking.

Preferable Knowledge, Skills, & Abilities:

Able to set up client-based email programs. Knowledge of networking and client-based email terms. Strong computer networking skills. Able to look up computer networking information. Able to troubleshoot issues with mobile phones.

Applications Procedures:

Pick up and submit a written application to the ETS Help Desk, located in Love Library (LL-200), on the second floor. Open Monday through Friday, 9:00 a.m. – 4:00 p.m. Please include a resume and a copy of your current class schedule along with the application. Or email application to etshelpdeskapplicant@mail.sdsu.edu.

What did you do at this job? *(Be very specific).* _____



Skills

Describe your experience with each of the following. *(You may use this form, or you may print out and attach a separate page(s) and attach to this Application, if you prefer. Please respond using complete sentences. If you have no experience in a particular area, do not skip it. Indicate 'none' for that section. Please attach a resume to this Application, but do not substitute the resume for the completion of sections below).*

Customer Service:

Troubleshooting:

Macintosh Hardware:

Macintosh Software:

PC Hardware:

PC Software:

Technical Writing:

Proofreading:

Training Others:

Public Speaking:

General Office Work:

Organizational Skills:



Any other projects you have completed that you would like us to consider when evaluating your application:



References

We will call the supervisors you have listed above, unless you have checked the ‘no’ response. If there are other people you would like us to call as part of evaluating your Application for Employment, list them below or attach a separate list.

Reference’s Name:	_____	Reference’s Name:	_____
Address:	_____	Address:	_____
City/State/Zip:	_____	City/State/Zip:	_____
Phone:	_____	Phone:	_____
Relationship:	_____	Relationship:	_____

Reference’s Name:	_____	Reference’s Name:	_____
Address:	_____	Address:	_____
City/State/Zip:	_____	City/State/Zip:	_____
Phone:	_____	Phone:	_____
Relationship:	_____	Relationship:	_____

Reference’s Name:	_____	Reference’s Name:	_____
Address:	_____	Address:	_____
City/State/Zip:	_____	City/State/Zip:	_____
Phone:	_____	Phone:	_____
Relationship:	_____	Relationship:	_____

Contact Info

If you are having problems or have questions, please e-mail us at etshelpdeskapplicant@mail.sdsu.edu and include a phone number to contact you by phone if desired.

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