



IHSS IT SUPPORT SPECIALIST

Job Title: Graduate Assistant (IT Support Specialist)
Reports To: Information Technology/LMS Manager
Pay Range: \$10.50-\$15/per hour DOE

Department: IHSS_IT DEPT
Prepared Date: December 2016
Work Hours: Up to 20 hours/per week

SUMMARY: Under the general direction of the Information Technology/LMS Manager, the Help Desk/Support Technician will provide support to End Users on a variety of issues such as; Computer hardware, Software Installation, Copier/printer maintenance, and other software applications.

ESSENTIAL DUTIES AND RESPONSIBILITIES: **Other duties may be assigned.*

The Help Desk/Support Technician will assist with troubleshooting and maintenance of the Social Policy Institute (including both Strategies 2.0 and IHSS) network. This will be accomplished by executing the proper installation and maintenance for; computer hardware, printers/copiers, operating systems (Windows), network connectivity, desktop applications, and a variety of other business applications used at the Social Policy Institute

- Provide desktop support in a Microsoft environment.
- *Experience with support of the Google Suite is highly preferred.
- Provide technical guidance in Microsoft Office applications (Word, Excel, and PowerPoint) and McAfee Anti-Virus.
- Troubleshoot and/or replace computer hardware and system components.
- Provide support to a variety of mobile devices (tablets, smartphones, hotspots, etc.).
- Setup presentation equipment on request and troubleshoot video, audio, and phone conferencing functionality.
- Provide IT assistance to End Users in-person, email, and via telephone on a variety of technical issues.
- Follow both verbal and pre-written instructions, "How-To's", and guidelines laid out by the IT Department.
- Maintain hardware\supply inventory listings for all workstations, printers, copiers and a variety of other equipment.
- Perform computer preventive maintenance.
- Work on various projects as assigned by supervisor.
- Provide excellent customer service from initial contact through problem resolution.
- Communicate effectively and professionally with co-workers, management and guests at all times.
- Promote positive relationships with the general public and staff.
- Wear appropriate work attire.

QUALIFICATIONS:

EDUCATION, SKILL, EXPERIENCE: Requires Associates Degree and/or CompTIA A+/Server+ Certification. 2-3 years recent work history/experience in the support/maintenance/troubleshooting of PC/Apple/Android/iOS hardware and software as well as associated peripherals. Including support of; Microsoft Windows XP/7/8, Mac OS X, iOS, Android operating systems, copiers and printers. Applicant should be familiar with standard concepts, practices, and procedures within the IT Support field. Ability to follow both verbal and pre-written instructions, communicate with individuals and the ability to multitask and follow up is a must.

PHYSICAL DEMANDS: This position requires the ability to lift and/or carry up to 50 pounds or supplies. Must be able to physically locate and transport computer equipment.

WORK ENVIRONMENT: Standard office environment.

APPLICATION/CONTACT INFO: If interested in applying for this position, please send your Resume and Cover Letter to: Prudence Duke\ pduke@sdsu.edu.