

# University Housing IT Student Assistant

## Job Description

### Overview:

Under the general supervision of the Senior IT Student Assistant and Assistant IT Director, the IT student assistant position performs various hardware, software and network support for UHS staff and students. It is expected that the IT student assistant will provide the highest level of customer service while maintaining a professional and courteous demeanor at all times. IT student assistants are expected to show initiative, attention to details, and a positive attitude in a fast-paced environment, and support the mission of University Housing Services and the Sacramento State campus.

### Starting Salary:

- \$15.00 per hour

### Minimum Qualifications:

- Available to work 10 to 20 hours per week between the hours of 8 am and 5 pm not exceeding 20 hours during the academic year and 40 hours during summer/winter intersession.
- Ability to work well in a fast-paced environment and under pressure.
- 2.0 cumulative GPA
- Good conduct standing
- Excellent oral and written communication skills
- Ability to lift up to 25 lbs.

### Preferred Qualifications:

- 6 months experience of writing SQL Queries,
- Working knowledge of a programming language (C#, Java, Python),
- Some knowledge of Active Directory and PowerShell scripting,
- Working knowledge of Computer Hardware, parts and accessories,
- Working knowledge of Windows Operating System.

### Duties and Responsibilities:

- Tier 1 support for office staff and commonly used office IT equipment,
- Build and update custom reports using basic SQL queries,
- Troubleshoot common Wi-Fi and Network issues,
- Windows and Microsoft products installation and maintenance,
- Maintain the confidentiality of the students' private data.