

California State University, Fresno Athletic Corporation

ATHLETICS IT STUDENT ASSISTANT – ATHLETICS INFORMATION TECHNOLOGY

JOB ANNOUNCEMENT #26-833

POSITION SUMMARY:	Part-time, non-benefited position available with the California State University, Fresno Athletic Corporation. The Athletics IT Student Assistant will work with Athletics staff to handle day-to-day computer software and hardware troubleshooting and support. Under the guidance of IT staff, they will get hands on experience in an enterprise IT environment and work on a variety of systems and device types including but not limited to: Microsoft 365, Active Directory, TeamDynamix Ticketing Systems, Dell and Apple computers, Google Suite, and more. They will also provide game day support with the IT staff when needed. This is an entry level position and a great opportunity for someone looking to begin a career in technology!
ESSENTIAL JOB FUNCTIONS:	Duties include, but are not limited to: • Respond to technology service issues and requests in a timely manner • Create accounts for new users and update existing users as needed, ensuring permissions are set with minimum required access • Install, configure, update, and maintain computer hardware, software, printers and scanners • Identify and troubleshoot problems with hardware and software • Ensure operating systems and application software are current with software patches, upgrades, service packs and security updates • Train and assist staff with Microsoft Office, Adobe, and other supported software • Assist with miscellaneous office support for the Athletics IT department • Other duties as assigned
QUALIFICATIONS & EXPERIENCE:	<i>To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</i> <u>Required Qualifications:</u> • Currently enrolled as a student at California State University, Fresno. • Basic knowledge of computer hardware, software, operating systems, and common technology accessories. • Familiarity with Microsoft Windows, Microsoft 365 applications, and/or Google Workspace. • Ability to learn new technology systems, software applications, and troubleshooting procedures. • Strong problem-solving skills and the ability to follow technical instructions and established procedures. • Strong customer service and interpersonal skills with the ability to communicate technical information clearly and professionally to individuals with varying levels of technical knowledge. • Ability to organize work, manage multiple requests, and respond to service needs in a timely manner. • Ability to work independently and collaboratively under the guidance of IT staff. • Ability to work a flexible schedule, including occasional evenings, weekends, and game days. • Ability to lift, carry, and move computers, monitors, printers, and other technology equipment, with or without reasonable accommodation. <u>Preferred Qualifications:</u> • Coursework in computer science, information systems, cybersecurity, or a related field. • Previous experience providing customer service or basic technical support.
COMPENSATION:	\$16.90 per hour

DEADLINE:	Application review begins immediately. Open until filled.
TO APPLY:	Please visit the Auxiliary Human Resources page at https://auxiliary.fresnostate.edu/association/hr/employment-opportunities.html for job announcement and application. E-mail completed application & resume to Kyle Newman, Athletics IT, at kylenewman@mail.fresnostate.edu

RESUMES WILL NOT BE ACCEPTED WITHOUT A COMPLETED APPLICATION

California State University, Fresno is a smoke free campus. For more information, please click <http://fresnostate.edu/adminserv/smokefree/index.html>

Employment for this position is by the California State University, Fresno Athletic Corporation. This is not a State of California position.

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