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09-Oct-2024

IT Support Assistant (FWS Eligible)

Student Worker IV

105204BR

Job Description

Mary Lou Fulton Teachers College (MLFTC) is looking for a highly motivated individual to join our IT Support team. Our team provides great customer service and quick response time to our faculty, staff, and student workers. This position is for up to 20 hours per week during the regular semester with flexible hours based on your schedule.

Our college operates on the Tempe & West Valley campuses. This is an in-person, on-campus position; travel between campuses may be required as needed.

Student Recruitment Type

Student Hire Hourly

Campus/Location

Campus: Tempe

Department Name

Fiscal & Business Ops Tempe

Full-Time/Part-Time

Part-Time

VP Code

PROVOST/WEST CAMPUS

Scope of Search

Open

Grant Funded Position

This is not a grant funded position and is not contingent on future grant funding.

Salary Range

\$17.40 per hour

Close Date

18-October-2024

Essential Duties

Under the direction of MLFTC IT staff, the IT Support Assistant will provide technical assistance to the faculty, staff and student workers of Mary Lou Fulton Teachers College. Typical duties

often involve a high degree of complexity assisting our faculty, staff and student workers with their technology needs which may include the following:

- Setting up new equipment (monitors, computers, docking stations, etc.)
- Imaging and configuring new computers for deployment
- Troubleshooting Windows, Mac, iPhone, Android devices
- Installing and troubleshooting software and hardware
- Computer and equipment inventory
- Preparing devices for surplus
- Supporting conference rooms
- Moving technology equipment
- Diagnosing and removing computer viruses

Minimum Qualifications

This classification is limited to teaching/research aide type work or those positions requiring highly specialized skills and/or technical knowledge.

Desired Qualifications

- Experience working in customer service related field
- Demonstrated knowledge regarding installation and troubleshooting of computer systems, peripherals, and software
- Demonstrated knowledge of Windows 10 & 11, and Mac operating systems
- Demonstrated knowledge of Microsoft O365 and Google Workspace
- Evidence of interest in technology
- Evidence of strong written and verbal communication skills
- Must be reliable
- Work availability up to 20 hours per week between 8:00 am – 5:00 pm, Monday – Friday (possibility for more hours during summer and winter breaks)

Working Environment

- Activities are performed in an environmentally controlled office setting subject to extended periods of sitting, standing and walking.
- Frequent physical demands may include stooping, bending, crawling under/around objects, reaching, lifting and pushing objects of varying weights up to 50 pounds.
- Regularly required to work in cramped and enclosed areas and exposure to variations in temperature when deploying equipment.

- Travel between Tempe & West Valley campus may be required as needed.

Department Statement

ASU's Mary Lou Fulton Teachers College creates knowledge, mobilizes people, and takes action to improve education. Nationally recognized as a leader in teacher preparation, leadership development and scholarly research, Mary Lou Fulton Teachers College prepares over 8,000 educators annually. MLFTC faculty create knowledge by drawing from a wide range of academic disciplines to gain insight into important questions about the process of learning, the practice of teaching and the effects of education policy. MLFTC mobilizes people through bachelor's, master's and doctoral degree programs, through non-degree professional development programs and through socially embedded, multilateral community engagement. MLFTC takes action by bringing people and ideas together to increase the capabilities of individual educators and the performance of education systems.

Aligned with ASU's [charter](#), MLFTC is committed to advancing inclusive excellence in our curricula, programming and institutional relationships. The college's core value of [Principled Innovation](#) connects individual decision making to the pursuit of inclusive excellence.

ASU Statement

Arizona State University is a new model for American higher education, an unprecedented combination of academic excellence, entrepreneurial energy and broad access. This New American University is a single, unified institution comprising four differentiated campuses positively impacting the economic, social, cultural and environmental health of the communities it serves. Its research is inspired by real world application blurring the boundaries that traditionally separate academic disciplines. ASU serves more than 100,000 students in metropolitan Phoenix, Arizona, the nation's fifth largest city. ASU champions intellectual and cultural diversity, and welcomes students from all fifty states and more than one hundred nations across the globe.

ASU is a tobacco-free university. For details visit <https://wellness.asu.edu/explore-wellness/body/alcohol-and-drugs/tobacco>

Arizona State University is a VEVRAA Federal Contractor and an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, protected veteran status, or any other basis protected by law.

Notice of Availability of the ASU Annual Security and Fire Safety Report

In compliance with federal law, ASU prepares an annual report on campus security and fire safety programs and resources. ASU's Annual Security and Fire Safety Report is available online at <https://www.asu.edu/police/PDFs/ASU-Clery-Report.pdf>. You may request a hard copy of the report by contacting the ASU PD at 480-965-3456.

Relocation Assistance – For information about schools, housing child resources, neighborhoods, hospitals, community events, and taxes, visit <https://cfo.asu.edu/az-resources>.

Background Check Statement

ASU conducts pre-employment screening for all positions which includes a criminal background check, verification of work history, academic credentials, licenses, and certifications. Employment is contingent upon successful passing of the background check.

Instructions to Apply

Application deadline is 3:00PM Arizona time on the date indicated.

Please include all employment information in month/year format (e.g., 6/88 to 8/94), job title, job duties and name of employer for each position.

Resume should clearly illustrate how prior knowledge and experience meets the Minimum and Desired qualifications of this position.

ASU does not pay for travel expenses associated with interviews, unless otherwise indicated.

Only electronic applications are accepted for this position.

IMPORTANT NOTE: What is the meaning of “equivalent combination” in the minimum qualifications? It means one year of higher education or 24 credit hours, is equal to one year of experience. For example, a four year Bachelor’s degree is equal to four years of experience.

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