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20-Sep-2024

Technology Assistant: Tempe (FWS Eligible)

Student Worker IV

104799BR

Job Description

Barrett, The Honors College at Arizona State University, is currently seeking a technically inclined student to join our team as a Technology Assistant for the fall term of 2024.

The Technology Assistant's primary responsibilities will encompass a diverse range of IT-related tasks, including:

1. Addressing and assessing deskside and classroom technical issues, and systematically logging these instances for our faculty and staff.
2. Compiling, managing, and analyzing reports and datasets pertinent to the students, staff, and associates of the Barrett Honors College, under administrative guidance.
3. Assisting with Canvas course requests and managing the uploading of necessary materials to Canvas.
4. Undertaking additional tasks and responsibilities as assigned.

During periods of reduced workload, the Technology Assistant will be entrusted with various other IT responsibilities, including website content maintenance, inventory assistance, and participation in other IT-related projects.

When submitting your application, we kindly request that your cover letter use bullet points to provide the following information clearly and concisely:

- If you are a Barrett student who is living on or near campus.
- Your availability for the fall period between Monday-Friday from 8AM-8PM. Please also note any pre-planned time off that would need to be considered.
- Your prior experience in providing technical support and/or customer service.
- Your prior experience in utilizing Excel for data analysis and report creation.
- Your prior experience with the Canvas Learning Management System.
- Your prior experience in website content creation and management.
- Your prior experience with inventory tracking and management.



We invite those with an interest in technology and a commitment to providing exceptional support to the Barrett community to apply.

Student Recruitment Type

Student Hire Hourly

Campus/Location

Campus: Tempe

Department Name

Barrett Honors College

Full-Time/Part-Time

Part-Time

VP Code

EXEC VP/PROVOST

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

27-September-2024

Essential Duties

Essential duties of the Technology Assistant might include:

- **Technical Support:** Act as the first point of contact for faculty, staff, and students experiencing technical difficulties in classroom and office environments. Evaluate the issue, provide immediate resolution where possible, or escalate complex issues to senior IT staff. Document all support interactions in the ticketing system for future reference.
- **Critical Thinking and Following Direction:** Utilize critical thinking skills to understand, interpret, and execute complex technical procedures accurately. This position requires a keen eye for detail, the ability to follow multistep instructions, and the capacity to solve problems autonomously when necessary.
- **Data Management:** Under the guidance of administrative staff, create, manage, and analyze various reports and datasets that pertain to students, staff, and associates of the Barrett Honors College. Use advanced Excel functions to present data in an understandable and actionable manner.
- **Learning Management System Management:** Provide basic support for the Canvas learning management system. This includes handling course requests and uploading course materials.
- **Inventory Management:** Assist with IT inventory control. During the summer, Barrett often refreshes equipment, audits the location of existing equipment, and disposes of old equipment no longer being used.
- **Other Duties:** Perform other duties as assigned. These may change depending on the current needs of the Barrett Honors College IT department.

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

- **Education:** Current Barrett Student within a technical or analytical field of study who is living within or near the Barrett or Vista Complex.
- **Experience:** Prior experience in a technology support role, preferably in an educational setting, or demonstrated ability to troubleshoot and resolve technical issues.
- **Technical Skills:** Proficiency in Excel for data analysis and reporting. Experience with a Learning Management System, preferably Canvas. Familiarity with website content management and basic knowledge of HTML/CSS would be a plus.
- **Inventory Management:** Experience with tracking and managing inventory, including both hardware and software assets.
- **Communication Skills:** Exceptional written and verbal communication skills, with a demonstrated ability to clearly explain technical issues to a non-technical audience when the situation might be stressful.
- **Problem-Solving Skills:** Proven ability to think logically and critically, with excellent problem-solving skills and a knack for basic troubleshooting.
- **Organizational Skills:** Demonstrated ability to manage multiple tasks and projects simultaneously, while maintaining an attention to detail.
- **Teamwork Skills:** Ability to work effectively in both as part of a team and independently.
- **Flexibility:** Willingness to take on a variety of tasks as needs arise.

Working Environment

In person on the Tempe Campus.

Activities are primarily performed in a regular climate-controlled office setting subject to extended periods of sitting, standing and walking. Visual acuity and manual dexterity associated with daily use of desktop computer; bending, stooping, reaching and lifting up to 50 pounds.

Department Statement

Barrett, The Honors College at Arizona State University operates on these core values:

Community and Belonging, Leadership and Agency, Courage and Curiosity.

Our values are the foundation for everything we do to create a welcoming honors college where students from all walks of life can learn, grow and thrive. Where they can belong to a community of high-achieving peers, lead courageously, act with agency and fulfill their intellectual curiosity.

Established in 1988, Barrett Honors College offers the unique opportunities of a selective, four-year residential college with special honors courses, scholarships, study abroad and undergraduate research combined with the resources of one of the largest and most innovative public universities.

Barrett Honors College serves more than 7,000 students on all four ASU campuses– Downtown Phoenix, Tempe, Polytechnic and West Valley – located throughout the fifth-largest metropolitan area in the United



States, as well as ASU Online students.

The New York Times labeled Barrett Honors College “the gold standard” among honors colleges in the nation and Readers Digest designated it a “Best Honors College”. USA Today named ASU one of the 100 Best Value universities in the nation and called Barrett Honors College “outstanding.” The Fiske Guide cited Barrett Honors College with its “ambitious honors projects” as one reason why ASU is among the Top 10 “Best Buy” public universities in the U.S. Learn more about [Barrett Honors College](#)

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>.

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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