ASU Arizona State University

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27-Sep-2024
SCAI IT Deskside Support
Student Worker IV
104994BR

Job Description

The School of Computing & Augmented Intelligence (SCAI is looking for a highly technical and highly motivated undergraduate student worker that requires little supervision for 20 hours per week during the regular semester to serve as SCAI IT Deskside Support

Typical duties often involve a high degree of complexity assisting the following types of customers: administrative staff, faculty members, and students with their computing needs, which may include the following:

•   Unboxing and setting up new computers & printers.
•   Troubleshooting Windows, Linux, OS X systems.
•   Installing and troubleshooting software and hardware.
•   Computer and equipment inventory.
•   Assisting in video conference and video recording events.
•   Moving equipment and furniture.
•   If chosen after a personal interview, applicant must attend orientation/training session before they will be scheduled to work.
•   Student cannot be enrolled in any SCAI coursework.

Student Recruitment Type	**Campus/Location**
Student Hire Hourly	Campus: Tempe
Department Name	**Full-Time/Part-Time**
Sch Compt & Augmented Intellig	Part-Time
VP Code	**Scope of Search**
EXEC VP/PROVOST	Open

Grant Funded Position

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

Salary Range	**Close Date**
$17.40 per hour	10-October-2024

Essential Duties

- Inventory computers.
- Set up new computers.
- Troubleshoot basic computer problems.

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

- **Student cannot be enrolled in any SCAI course work while holding this position (includes IEE, CSE, CST, SER, CPI, etc.)
- A valid US Driver's License is preferred.
- Must be able to lift 50 lbs.
- Excellent English proficiency.
- Positive customer service attitude.
- Previous in IT help desk experience.
- Must be punctual and reliable in attendance.
- Must be willing to learn new technical concepts and tasks.
- Ability to interact well with other co-workers in a team environment.
- Familiar with administering Windows, Mac, & Linux computers.
- Familiar with Microsoft Office, scanning, printing, and other basic office tasks.
- Microsoft Active Directory, SharePoint, and Group Policy experience.
- Must be available to work 20 hours per week, between 8:00AM and 5:00PM, (MON-FRI).
- Willing to work during the Summer and Winter breaks for 30-40 hours.
- Undergraduate standing preferred.

Working Environment

- Primarily indoor office environment.
- Occasional work outdoors.
- Majority of time spent working with computers.

Department Statement

The School of Computing and Augmented Intelligence (SCAI) is one of six schools within the Ira A. Fulton Schools of Engineering on the Tempe Campus and Polytechnic Campus' plus an online presence. SCAI has a nationally recognized faculty that conducts research, instructs, and mentors students, and provides service to the profession and the community. Our degree

programs are widely recognized and offer opportunities for students to participate in research. Our research impact encompasses "Computing data into information and delivering it secure and affordable, anytime, anywhere."

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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