



**FEDERAL WORK STUDY
ON-CAMPUS EMPLOYMENT
2018-2019 AWARD YEAR**

1. Name of the position:
IT/Media Student Assistant
2. Supervisor and department name:
Emmie Oesterman, IT and Media Services
3. Contact number:
916-691-7474
4. Location/room number:
CDC106
5. Number of positions available:
3
6. Please describe the job duties:
Inputs helpdesk tickets for IT and Media Services. Answers questions, provides status updates, and makes referrals to assign IT/Media personnel for answers to technical questions. Assists technicians by providing information, clarification, or assistance as needed.
7. Any specific job requirements or skills preferred (e.g. computer, filing, GPA, coursework):
Knowledge of computer operating systems, hardware, and networks. Knowledge of computer systems and related peripheral equipment. Technical knowledge of teleconferencing, presentation, and other A/V hardware. Effective communication and effective customer service.
8. List days/hours needed, unless it's flexible:
Flexible
Please submit the application to the IT and Media Department department via: email: oestere@crc.losrios.edu