



## ITS Student Technician

### *Information Technology Services*

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#### *Semester & Year*

**Duties/Responsibilities:** From providing technical support over the phone to delivering top-notch on-site assistance, this team is the first level of technology support for the campus community. Duties include all aspects of maintaining end-user computers and classroom AV systems. The ITS Student Technician should exercise judgement and creativity in selecting and applying procedures correctly and determining when to refer problems to the supervisor or next level of support. Previous work experience is not required.

#### **Qualifications:**

##### Minimum Qualifications:

- Must be able to interact with faculty, staff, and students in a friendly, courteous, and professional manner in person, over the phone, messaging, and via email.
- Works well in a team environment, demonstrating excellent verbal and written communication.
- Great time-management skills and ability to organize and schedule on a calendar.
- Basic understanding of current Windows and/or Mac operating systems, office applications, and web browsers.
- Basic understanding of sound systems, digital projectors and screens, video recorders, cables and connectors, video streaming and web camera operation and a wide variety of other devices.
- Basic understanding of mobile devices and applications.
- Basic understanding of computer hardware components.
- Willingness to learn and adapt to different technologies and procedures.
- Basic mechanical aptitude and familiarity with simple hand tools.
- Must be able to lift 40lbs.

##### Preferred Qualifications:

- A driver's license to obtain the Designated Driver approval for use of electric carts.
- Great customer service skills and a genuinely helpful demeanor.
- Advanced understanding of computer and AV systems.

The ITS Student Technician job includes but is not limited to device deployment and setup, program troubleshooting and installation, and the troubleshooting of network problems. The ITS Student Technician provides technical support for classes, events and administrative meetings that require the use of A/V and presentation equipment.

**Start date:** May 10, 2026

**End date:** August 15, 2026

**Work Schedule:** Business Hours: Monday through Friday, 8am to 5pm

**Hours Per Week:** 5-8 hours week

**Starting pay rate:** \$18.13 per hour

**To apply, please submit student employment [application](#) to [macapagal@oxy.edu](mailto:macapagal@oxy.edu)**

