



University Enterprises Inc.
Human Resources
6000 J Street, Suite 3900
Sacramento, CA 95819-6063
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Student or Graduate Assistant - IT Service Desk (San Francisco)

Job Details

Job Information

Job Title	Student or Graduate Assistant - IT Service Desk (San Francisco)
Student Classification	Student Assistant or Graduate Assistant
Job Code	C501SF
Posting Type	Student/nonbenefited (NSTU)
Posting Number	PE385F17

Job Description Summary

The California Public Utilities Commission's (CPUC) IT Service Desk (a unit of the Information and Technology Services Division) seeks a Student Assistant or Graduate Assistant. The IT Service Desk is the first line IT support for over 800 CPUC employees in our San Francisco office. We are seeking highly motivated Student Assistants to assist us with the support of our customers. Come join a great team of dedicated professionals in our San Francisco office and learn IT customer service from the ground up.

Conditions of Employment

This is a part-time, temporary, non-benefited, student position. Employment in all positions with University Enterprises, Inc. is dependent upon the mutual consent of University Enterprises, Inc. and the employee. This means that either University Enterprises, Inc. or the employee can, at any time, terminate the employment relationship at will, with or without cause.

Depending on the type of position you are applying for, a pre-employment background check consisting of one or more of the following may be conducted, employment history, professional references, criminal check, educational verification (i.e., degree, license, or official transcript) and physical exam and drug urinalysis test. Applicants will be required to pass required pre-employment checks to the satisfaction of University Enterprises Inc., (UEI) and the hiring Agency or Department.

Work Schedule

Monday through Friday, between the hours of 8:00 am to 5:00 pm, flexible.

Additional Work Schedule	<p>Student Assistant and Graduate Assistant employees generally work up to 20 hours per work week (Sunday – Saturday) during the academic year and up to 40 hours per work week during breaks; Winter, Spring & Summer.</p> <p>Student Assistants are not permitted to telecommute or work remotely.</p>
Area	Bay Area
On/Off Sacramento State Campus	Off Campus
Time Online/Account Number	9004900
Object Code	8013
Worksite City	San Francisco
Pay Range	\$14.00 - \$21.00 per hour
Pay Rate Type	Hourly
Department/Agency	Public Utilities Commission (PUC)
Unit/Division	Information Technology Services Division/IT Service Desk
Project Description	<p>The California Public Utilities Commission (CPUC) regulates services and utilities, protects consumers, safeguards the environment, and assures Californians' access to safe and reliable utility infrastructure and services. The essential services regulated include electric, natural gas, telecommunications, water, railroad, rail transit, and passenger transportation companies. To learn more visit www.cpuc.ca.gov</p>
Departmental Users	Steven Allen, John Hart
Name of Direct Supervisor for Employee	Steven Allen
Street Address	505 Van Ness Ave.
City	San Francisco
State	CA
Zip	94102
Phone/Extension	415-703-5133
Supervisors Email	steven.allen@cpuc.ca.gov
Fax #	
Majors/Fields of Study	Business Administration, Computer Information Systems, Computer Science and Engineering, Digital Media
Minimum Qualifications	Excellent verbal and written communication skills. Ability to work independently and learn new skills quickly. Knowledge of Microsoft Word, Excel, Outlook and PowerPoint.
Prerequisites	<p>Must be a college student attending classes during the regular term (Fall, Spring and Winter, if applicable), at one of the accredited colleges or universities on our affiliation list.</p> <p>To view our current affiliation list please paste the following URL into your browser: http://www.calinterns.org/wp-content/uploads/Affiliation_List.pdf</p>

Students must be enrolled at a minimum in; six semester units or nine quarter units for undergraduate students; four semester units or six quarter units for graduate students.

Students declared major must match the major(s) listed in the job posting.

Position Description**Preferred Qualifications**

Ability to understand requirements and develop Microsoft Access databases/forms.
Background in PC/Laptop troubleshooting and repair.
Background in imaging or reformatting of PC's/Laptops.

Duties and Responsibilities

- Special Projects. Example: Developing Microsoft Access Databases/Forms for some of the paper based actions we take in order to automate them, inventory control, document processes and procedures
- Imaging, set up and delivery of new and upgraded PC's and Laptops
- Install new software and upgrades of software applications
- Moves of employees assigned equipment (example: Move from cubicle A to cubicle B)
- Network printer troubleshooting and maintenance (example: change out toner, clear jams, troubleshoot network connectivity, etc.)
- Perform physical inventory tasks
- Assist customers by answering phones, meet and greet at IT Service Desk counter, enter Service Desk Requests in Service Desk system
- Respond to and resolve Service Desk requests that are assigned to you
- General clean up including removal and surveying out of old equipment
- Assist with laptop and projector setups for presentations

Physical Requirements

Sit for extended periods; frequently stand and walk; manual dexterity and hand-eye coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computer workstations, telephones, calculators, copiers, printers, scanners, and fax machines, with or without a reasonable accommodation.

Working Conditions

Work is performed in an office environment.

Hours Per Week

Students (part-time) 0-20 hours per week during the academic year, up to 40 hours per week during breaks; Winter, Spring and Summer. (NSTU)

Posting Date

01/11/2018

Closing Date

02/12/2018

Open Until Filled

No

Special Instructions to Applicant

Please complete all fields of the employment application. Include your educational history in the "Educational Experience" section and any employment history in the "Employment Experience" section of your application.

Advertising Source**Other Advertising****Quick Link for Internal Postings**

<http://ueijobs.peopleadmin.com/postings/8872>

Applicant Documents

Required Documents

1. Resume
2. Cover Letter
3. List of References

Optional Documents

1. Writing Sample
 2. PowerPoint and/or Excel sample
 3. Schedule of Availability
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Supplemental Questions

Required fields are indicated with an asterisk (*).

1. * How did you hear about this position?
 - Sacramento Bee
 - Careerbuilder
 - University Enterprises website
 - Internal Job Posting
 - Personal Referral
 - Indeed
 - Other

2. If other, please specify.

(Open Ended Question)

3. * Are you a college student attending classes during the regular term (Fall, Spring and Winter, if applicable), at an accredited college or university and enrolled in at least 6 semester or 9 quarter units as an undergraduate or 4 semester or 6 quarter units as a graduate student?
 - Yes - (25.0 points)
 - No - (disqualifying)
 4. * Is your major/field of study one of the following: Business Administration, Computer Information Systems, Computer Science and Engineering or Digital Media?
 - Yes - (25.0 points)
 - No - (disqualifying)
 5. * Do you have experience with Microsoft Office products to include: Word, Excel, Outlook and PowerPoint?
 - Yes - (25.0 points)
 - No - (disqualifying)
 6. * The position is located in San Francisco CA. Are you able to accept and maintain a part-time work schedule in San Francisco?
 - Yes - (25.0 points)
 - No - (disqualifying)
 7. * Do you have PC/Laptop troubleshooting experience?(not required for position)
 - Yes - (10.0 points)
 - No
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Guest User

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