University Libraries
Student Employee Job Description

Title: Systems 3
Pay Rate: Highly Specialized

General Description:
Provides advanced assistance in the maintenance and upkeep of both computer hardware and software throughout the Kent campus libraries. Trains and mentors Systems 1 and 2 student assistants.

Duties and Responsibilities:
1. Ability to perform all “Systems 1 and Systems 2” job duties and responsibilities
2. Ability to work independently with minimal instruction from supervisors
3. Provide advanced technical support and guidance for complex Windows and Mac desktop issues
4. Ability to understand and offer assistance with desktop management tools, like Windows Active Directory, Altiris, and Deepfreeze.
5. Ability to work with Desktop imaging tools to create, maintain, and deploy computer images
6. Ability to train and mentor fellow Student Assistants
7. Ability to handle and see through more complex project assignments

Required Qualifications:
1. Must have good communication skills; must be able to communicate effectively with technical and non-technical users
2. Must be able to establish and maintain cooperative working relationships with end users, colleagues, and technical staff
3. Must be able to follow detailed instructions and remember complex procedures
4. Must be able to lift up to 40 pounds
5. Must be willing to frequently travel from building to building
6. Must be able to pay close attention to detail
7. Ability to work under multiple supervisors
8. Familiarity with campus and University Libraries resources
9. Conscientious about completing tasks
10. Proactive in completion of assignments and communicating with supervisors
11. Has proven to be punctual and responsible
12. Has proven to be trustworthy and reliable

Preferred Qualifications:
1. Advanced Windows and Mac Operating System and Applications experience
2. Experience with desktop management tools like Windows Active Directory, Altiris, Deepfreeze or others
3. Ability to retain knowledge of complex computer procedures
4. Ability to research and find resolutions to technical issues
5. Excellent critical thinking skills