Student IT Consultant Job Information

Office of Information Technology

General Overview

- Position open only to current students
- Jobs available at the Help Desk and Computer Labs
- You do not have to be a computer expert or have a specific major
- Two-part selection process
  - Start as a Consultant in Training (CIT)
  - Train over the summer- Consultant promotions are made in early August.
  - NOT all CITs are promoted in August. However, there are additional opportunities throughout the year to be promoted.

Timeline

- Applications accepted through March 19, 2024
- CIT selection emails sent by April 2, 2024
  - If selected, schedule on-boarding meeting immediately
  - Summer training is the *second part* of the selection process

- New CIT orientation on April 19, 2024

- Summer Training- Mid-May through July
  - Canvas modules
  - In-person training

- Consultant promotion decisions sent out early August- September

What is the difference between CIT and Consultant?

- All student employees start as a CIT
  - CITs are observed throughout the training process
- Training begins in the summer and includes:
  - Canvas modules
  - In-person paid training sessions
- Promotion to consultant is based on summer training performance and our staffing needs
- Once promoted to consultant, you will work regular shifts throughout the year and you do not have to re-apply for the position

Hours and Pay

- Starting pay: $17.00 an hour
- Expected to work 8 to 30 hours a week
- Opportunities for raises and promotions
- Paid in-person training during summer and throughout the semester

When you apply

- Application must be completed in one sitting
- Apply early but don't rush
- Be detailed
- Recorded video answers
    - Record in a quiet setting
    - Start speaking to activate the recording (blinking red dot will appear)
    - Treat the recordings similar to an in-person interview (dress appropriately, make a good first impression,etc.)

OIT Help Desk and Computer Labs

Computer Labs

- 8 staffed computer labs
- Additional unstaffed printing and library sites
- Teaching labs located in the main computer labs
- Residential (dorm) and departmental IT help dispatched from the main computer labs

Help Desk

- Located in Davidson Hall on Busch Campus
- Team of student consultants and full-time staff
- Primarily answer phone calls and emails during shift
- Answer a variety of questions

Campus Locations

Busch

OIT Help Desk at Davidson Hall
Labs and printing:
- Allison Road Classroom Building Computer Lab
- Library of Science and Medicine Computer Lab
- 3 printing locations

Livingston

Labs and printing:
- Tillett Computer Lab
- Carr Library Computer Lab
- 1 printing location

Cook/Douglass

Labs and printing:
- Loree Classroom Building Computer Lab
- Douglass Library Computer Lab
- 2 printing locations

College Ave

Labs and printing:
- Rutgers Academic Building Computer Lab
- Alexander Library Digital Learning Commons Computer Lab
- 2 printing locations

Qualifications

- Basic knowledge of various software and familiarity with different operating systems
- Familiarity with different operating systems
- Great interpersonal and communication skills
- A willingness to learn and help
- Effective time management
- Good troubleshooting and analytical skills

Consultant Responsibilities

- Provide excellent customer service on the phone or in person

- Appropriate use of shift tools, including the Help Desk ticketing system to document issues

- Labs Specific
  - Set up Teaching Labs and interact with instructors
  - Maintain facilities and machines

- Stay up to date with policies and procedures

FAQs

Why work for OIT?

- Develop superior communication skills
- Become familiar with university IT services
- Gain experience similar to corporate support jobs
- Keep up to date with new and evolving technology

How long are shifts?

- An average shift is 2 to 3 hours long
- Our scheduling process is very accommodating
- Shifts start as early as 7:45am and go as late as 12am

How many hours do I have to work?

- You are required to work at least 8 hours a week
- The maximum amount of hours that can be worked at OIT is 30 hours a week, and international students may only work up to 20 hours.

Do I need prior computing or networking experience?

- Basic technical knowledge is expected.
- However, more advanced and job-specific skills will be covered in training.

What does the training consist of?

- New Employee Orientation on April 19, 2024
- Initial trainings are conducted during the summer:
  - Canvas modules
  - On-site, in-person training

Is there a dress code?

- Yes. All staff on duty must wear the official OIT Polo shirt and their name badge. Consultants will get one free shirt every year that you work with OIT.

Is this job a part of work study?

- No, it is not. You apply to this job as you would for any student position