



RUTGERS

Student IT Consultant Job Information

Office of Information Technology
2026

General Overview

Position open **only to current Rutgers - New Brunswick students**

Jobs available at the **Help Desk and Computer Labs**

- No, 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 13, 2026**

- **CIT selection** emails sent close to **April 3, 2026**

- If selected, schedule on-boarding meeting immediately
- Summer training is the *second part* of the selection process

- Required **CIT orientation** on **May 1, 2026**

- **Summer Training: Mid-May through July**

- Required Canvas modules & attend select dates for 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 Consultant-in-Training (CIT)

- CITs are observed throughout the training process
- Training begins in the summer and includes Canvas modules & paid in-person training

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: \$17.50 an hour

Expected to work **10 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.)



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OIT Help Desk and Computer Labs

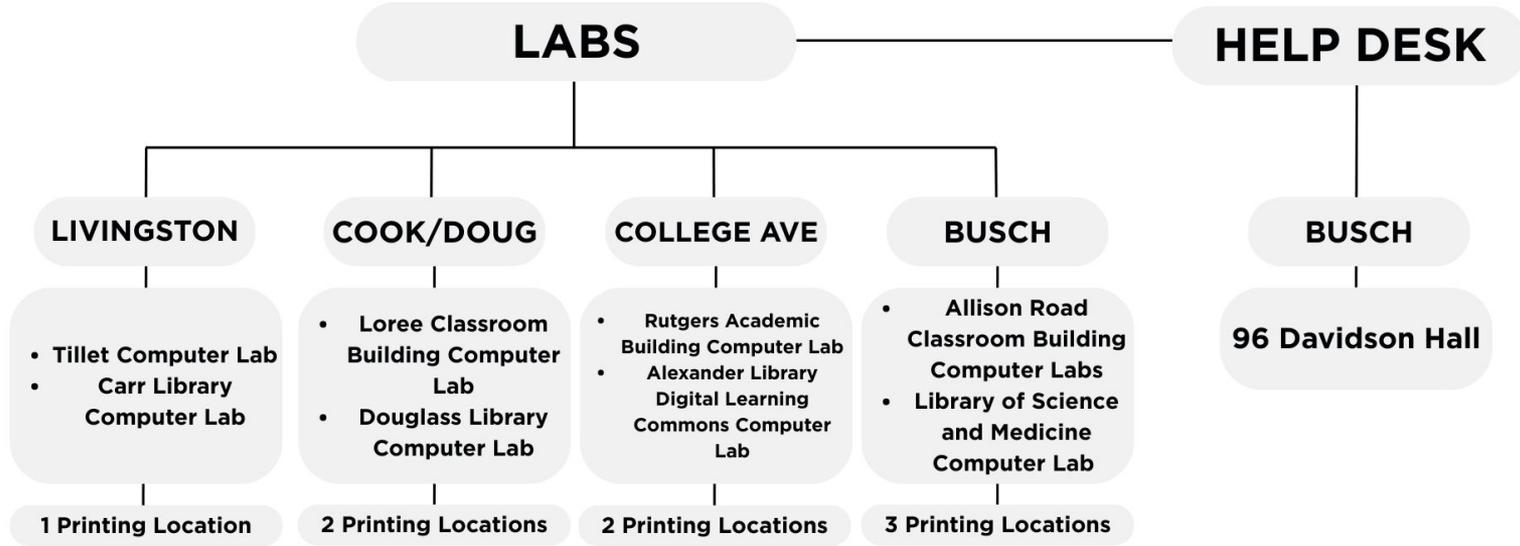
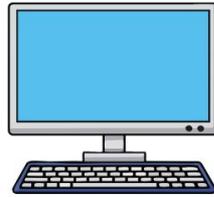
Computer Labs

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

Help Desk

- Located at **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



Qualifications

- ✓ **Basic knowledge** of various **software**
- ✓ Familiarity with different **operating systems**
- ✓ Great **interpersonal** and **communication** skills
- ✓ A willingness to **learn and help**
- ✓ Effective **time management**
- ✓ Able to **balance** school and work
- ✓ Good **troubleshooting** and **analytical skills**

Consultant Responsibilities

- ✓ Provide **excellent customer service** on the **phone**, **in person**, or through **email**
- ✓ Appropriate use of shift tools, including the **ticketing system** to document issues
- ✓ Labs Specific
 - Set up **Teaching Labs** and interact with **instructors**
 - Maintain **facilities**, **printers**, and **machines**
- ✓ Stay up to date with **policies and procedures**



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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 **flexible and accommodating**
- Shifts start as early as 7:45 am and go as late as 12 am

How many hours do I have to work?

- You are required to work **at least 10 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 May 1st, 2026.

Initial trainings are conducted during the **summer**:

- Canvas modules
- Multiple 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.