
ITC STUDENT CONSULTANT

PURPOSE OF POSITION:

Information Technology Center consultants provide, at a minimum, basic technical assistance for supported products and software and are responsible for maintaining the ITC lab environment.

REPORTS TO:

ITC Student Manager

QUALIFICATIONS:

- Working knowledge of the current Windows and Macintosh operating systems.
- Working knowledge of basic software supported by CIT.
- Ability to teach, assist and work with students and faculty and coworkers.
- Strong oral communication and teamwork skills.
- A customer service oriented attitude and excellent people skills.
- Must possess the ability to adapt to, and support new technologies as they arise.
- Willingness to pursue continuous development in technical and personal skills.
- Ability to work independently with minimal supervision.

MAJOR DUTIES AND RESPONSIBILITIES:

- Greet users promptly and courteously
- Answer common service and policy questions
- Maintain the cleanliness of the front desk, computer equipment, and ITC furniture
- Conduct lab sweeps to ensure the smooth operation of the lab
- Assist ITC users by providing technical support
- Participate in training and professional development opportunities

WAGES:

Student wage rate level I

Wage Scale: minimum wage