

Office of Information Technology

| | |
|-------------------------------|-------------------------|
| Job Title: Student Consultant | Reports to: Becky Klein |
| Department: Help Desk | |

Position Overview

Student Consultants are the first level of support for IT-related requests and problems. This means that when students, faculty, and staff have a problem with or question about an IT service, they will speak with a Student Consultant at the IT Help Desk first.

Essential Qualifications

- General computer literacy and familiarity with technology used on campus.
- Analytical mind and good diagnostic abilities.
- Ability to apply knowledge and experience to new and challenging situations.
- Ability to work productively under pressure.
- Ability to relate well to other people and communicate effectively.
- Willingness to partake in training and professional enrichment opportunities, on-line tutorials, job shadowing, etc.
- Excellent customer service skills.

Physical Context of the Job

- Mostly office environment. Requires extensive use of computers and extensive contact with other people in person, via phone, and via e-mail.
- May require lifting and moving of equipment and furniture.
- May involve occasional contact with printer toner, cleaning agents, and similar hazardous materials normally found in an office environment.

Specific Duties

- **Priorities and Records:**
Logging any and all customer contacts using the call tracking system to establish new or update call records. Use call tracking system to determine work to be done and priorities. Document all work as it is done; complete and close call records in the call tracking system as work is completed.
- **Troubleshooting and Repair:**
Resolving as many problems and answering as many questions within their capabilities via multiple means of communication (in-person communication, telephone, e-mail, etc.). Developing and maintaining a working knowledge of basic IT technologies and services, and how to troubleshoot various issues with them.
- **Issue Escalation:**
Elevating problems or questions they are incapable of answering to the appropriate higher level IT department or employee. Contacting the appropriate IT staff in the event of a service emergency (i.e. e-mail server outage).
- **Customer Service**
Present a professional, helpful, and amiable attitude at all times toward students, faculty, staff, and other members of the VU community as representatives of the IT department.

- **Standards:**
Participate in establishing and updating standard configurations and procedures, and adhere to established standards.
- **Computer Cluster Maintenance**
Monitor the public workstation areas in the Christopher Center to ensure equipment security and functionality.
- **Coordination:**
Coordinate with other members of IT staff and other interests in the VU community. In addition to these regular responsibilities, Student Consultants will be expected to perform various special duties from time to time (i.e. scanning Scantron sheets for course evaluations, beta testing, new technology research, etc.) as requested by their supervisors.

Other Skills/Abilities

- **Service orientation:**
Demonstrate commitment to serving the University community and supporting the mission of the University, putting the interests of the larger community ahead of departmental and personal professional interests.
- **Quality of work:**
Demonstrate a commitment to excellence in all aspects of your work.
- **Professional understanding and development:**
Know, understand, and be able to apply background information (both technical and nontechnical), procedures, and practices necessary to complete your assignments in smooth, timely, and effective manner. Take the initiative for maintaining knowledge and skills required to meet changing needs of the position.
- **Time management:**
Understand the need for establishing priorities, be able to determine the relative urgency and importance of competing demands on your time, and be effective in addressing matters in their order of importance and in a timely manner.
- **Interpersonal relations and communication:**
Maintain cordial relations with, and be effective in coordinating and communicating with, superiors, peers, subordinates, members of the University Community, and others encountered in your duties.
- **Teamwork:**
Willingly undertake assignments to further University objectives, whether or not included in your list of specific duties, including providing assistance to colleagues when they are overloaded. Be open to both giving and receiving constructive criticism.
- **Working hours:**
Hours range from 8am to 12am or later depending on the day and time of year. A shift schedule will be set at the beginning of each semester. The desk must be covered at all times and accommodations for academic coursework are taken into consideration during initial schedule creation. Shift swapping is permitted to allow for flexibility over the course of the semester.
- **University life:**
Involvement in the academic, extracurricular, and/or outreach programs of the University is encouraged.
- **Christian tradition:**
It is understood that you are sympathetic with the Christian intellectual tradition and know and support the general objectives of the University as these are described in the University bulletin and official publications.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.