

Student Consultant Position Description

Student consultants form the backbone of the services provided by Systems Labs. Users' perceptions of Systems Labs will be based almost entirely upon the service provided by student consultants. Therefore, it is imperative that all applicants take their duties seriously and work with dedication to be the best possible representatives of our department.

Qualifications: Successful applicants will have demonstrated basic knowledge of at least one computer platform (e.g., Macintosh OS X) and an attitude that holds the information needs of the user in the highest regard. Reliability, punctuality, a positive customer-service attitude, personal initiative, and strong teamwork skills are a must. Applicants must have excellent verbal and written communication skills. Furthermore, applicants must be willing to commit to continually improving their expertise with the hardware and software supported by Systems Labs.

Duties: Under the supervision of managers, student consultants:

- Assist users in the implementation of their computing needs by providing them with assistance or brief introductory instruction in the use of the hardware and software supported by Systems Labs. This includes conferring with co-workers (including co-workers located in other labs) and/or making use of electronic or print documentation in order to satisfy users' information needs. In those instances when it is impossible to satisfy the information needs of the user immediately, it will be necessary to provide the user with a referral to another information source. It is required that you follow up with those users.
- Ensure that printers are functioning normally and reporting printing problems promptly by calling or paging IKON.
- Ensure that all equipment and software is functioning normally and reporting problems promptly to management via the use of the online helpdesk.
- Participate in general housekeeping by picking up paper, pushing in chairs, and making sure that documentation and other lab materials are returned to their appropriate places.
- Read computer lab-related email lists daily and respond (if needed) in a timely manner.
- Enforce the policies of Systems Labs and the *Policy Governing Access to and Use of University of Kentucky Computing Resources*.
- Assist managers and other staff of Systems Labs in their duties, including but not limited to the general maintenance of computer equipment.
- Perform other duties as assigned.

Wage: Student consultants' starting hourly wage is \$8.00. Raises are based strictly upon positive evaluations; evaluations are carried out at the end of the spring semester and raises, if any are offered, take effect on July 1.

Training: As a condition of employment, student consultants are required to attend training sessions within the first 30 days of employment with Systems Labs. Not attending student consultant training within that time period after their date of hire will result in the immediate termination of their employment with Systems Labs. Student consultants may also be required to attend other training sessions as deemed necessary by their managers or other staff.

Student consultants are paid at their current pay rate for the time they spend in all mandatory training sessions.

Benefits: This job will provide student consultants with a wealth of information, hints, and problem-solving techniques applicable to a wide variety of hardware and software. Systems Labs can be a valuable source for cultivating references, which may be used to gain future employment.

Employment Classification: This position is classified as temporary part-time employment. Each consultant is hired on a semester-by-semester basis, based upon funding, staffing needs and job performance. Once scheduled for a semester, consultants are expected to commit to working the full semester, barring any unforeseen exigencies.