IT Help Desk Consultants

Currently hiring for Students to train this summer 2019. This Student IT Consultant position provides professional technical consulting services to KSU faculty, students and staff via walk-in, via telephone or e-mail. Must be able to work between the hours of 8:00 am to midnight, Monday through Friday, Saturday 8 am - 5 pm and Sunday 1 pm to midnight; the work schedule is flexible and based around your class schedule. The position is considered as specialty experience in IT support and services by all industries when placed on your resume. All staff are fully trained to support university IT systems and personal computers.

• Current K-State student

* Able to learn and support the university IT Systems.

• Good communication skills

• General Knowledge of PC, Unix & Macintosh platform

• Familiarity with OS Windows and MAC

• Familiarity with software MS OFFICE

• Strong problem-solving skills

• Ability to remain calm and polite under stressful conditions

• Customer service skills

• Ability to interact with staff, administrators, faculty, and students at all levels of computing sophistication

• Be a team player

Must be on campus for summer 2019 for training.

Job Description:

IT Help Desk Consultants are responsible for performing daily tasks and assignments, as well as answering telephones, responding to email support, remote desktop support with live chat, and interacting with walk-in clients. They perform E-ID verification prior to all support instances and prepare the appropriate Incident, Service Request or Problem ticket. Consultants work with their peers and Managers to provide the necessary support to clients as needed. Consultants maintain proficiency and up-to-date knowledge of all systems supported by the IT Help Desk.

Consultants are hired on a 90-day probationary period starting at $8.75 an hour. They first must go through Help Desk training, which lasts approximately 4 to 6 weeks and consists of classroom, OJT and one-on-one training. At the end of the 90-day probationary period, the consultant is evaluated, and if found to be at an acceptable progression they will receive a $0.50 raise.
Job Qualifications:

- Willingness to learn new software and processes
- Excellent interpersonal, written, and verbal communication skills
- Must be able to communicate technical concepts to clients with varying computer experiences
- Experience with Microsoft products such as Excel, Word, PowerPoint, etc.
- Display a positive attitude to clients, co-workers, and managers.
- Create a positive work environment
- Balance multiple tasks and priorities effectively
- Must adhere to Help Desk and Kansas State policies and procedures
- Must work at least 13 hours per week

Job Duties:

- Be accountable for all activity during your shift
- Know your assigned tasks and deadlines, as well as prioritizing critical tasks
- Follow Help Desk and Kansas State Policies
- Participate in staff training and demonstrate competence in all Help Desk areas of knowledge
- Recognize call trends and provide viable solutions
- Maintain a positive attitude for customer service and fellow Consultants
- Promote trust with clients that their issue will be resolved
- Perform daily Consultant tasks and assignments as required
- Maintain consistently high quality of work
- Demonstrate an active, responsible role in problem-solving and support
- Continually expand skills and knowledge in areas of responsibility

Please pick up an application from 222 Cats Pause Lounge, K-State Student Union, Kansas State University, Manhattan, KS, or download and complete the application form online at https://www.k-state.edu/its/employment/helpdesk-noc-student-application.pdf.

If you need to email the application please send it to wberry@ksu.edu or fdarkow@ksu.edu, or print it out and deliver it to the Help Desk listed above.