

Consultants Job Description

Under the direction of the IT staff, the Consultants provide customer service and technical support for campus related applications to CSUF students at the Student Genius Center (SGC), Advanced Technology Lab (ATL) and Student IT Help Desk (SHD).

- Provide in-person, phone, and chat technical support for campus related applications to users for a variety of software and hardware related issues for Windows, Macintosh, iOS and Android platforms*.
- Assist users by answering questions in regards to software applications and printing; troubleshooting problems, looking up information in manuals, or using on-line help, and directing users on-duty staff for special requests or difficult problems.
- Ensure that the computers and printers in the SGC & ATL Labs are functioning properly.
- Maintaining a clean and orderly lab environment at all times.
- Manage the SGC & CEDA devices (laptop, iPad, etc.) and smart group study rooms checkout system.
- Providing support for the Innovation/Makerspace Center and Data Visualization Center (DVC)
- Providing support for the Interdisciplinary College Collaboration Labs
- Other duties may be assigned as deemed necessary.

*Training will be provided.

Essential Qualifications

- Strong interpersonal skill with ability to work and communicate well with all levels of personnel with a good customer-oriented mindset.
- Successful candidates must possess excellent phone, verbal, and written communication skills.
- Candidates must be able to interact professionally with users, co-workers, and supervisors.
- Must be able to explain technical matters clearly and without “computer jargon.”
- Strong computer troubleshooting skills recommended
- Open to working graveyard shifts for the 24/7 Student IT Help Desk.

Required Qualifications

- Current student at CSUF and is enrolled/registered (fees paid) in a current regular semester as a new or continuing student.
- Student who has completed the prior semester (has not graduated), or who is registered for the subsequent semester.
- In good academic standing (not on academic probation, continued probation, academic dismissal).
- Student who is authorized to work in the United States and can provide employment eligibility documents.