TECHNOLOGY CONSULTANT JOB DESCRIPTION

Reports to: Student Managers, Shift Supervisors
Department: User Services

Job Purpose/Objective:
- Responsible for maintaining the technology and usefulness of the public computer labs.
- Responsible for tier-one-style technical troubleshooting, such as troubleshooting networking issues, printer jams, printer problems in all locations.
- Resource for the William Paterson University community when using PC and Mac laptops, desktops in labs.
- Communicates directly with Technology Assistants, Shift Supervisors, and Student Managers regarding problems. Reports any unsolvable technical problems through Web HelpDesk tickets, and promptly posts them to the Blackboard “Web HelpDesk Tickets” forum to inform the rest of the team.
- Maintains working knowledge of the IT Wiki Page, and is able to use these resources to best assist patrons in the labs.

Job Summary/Essential Functions:
- Ensures that all technology is ready for patron use throughout the day, and appropriately closes down the labs when working a closing shift.
- Understands and has working knowledge of the User Services Technology Consultant Handbook, the Standard Operating Procedures, and laptop policies. Posts for shift coverage in a timely manner, and is considerate of other employees and the lab needs when doing considering shift coverages. Signs in on time, every time. Communicates with Student Managers and Shift Supervisors regarding lates. Maintains awareness of problems and Web Help Desk Tickets posted in Blackboard forums.
- Troubleshoots technical problems within the computer labs, and on a walk-in basis.
- Responds to patron problems and assists patrons with technical issues and software in the labs.
- Communicate with Team Leaders (Shift Supervisors) and Student Managers regarding technical issues they are unable to resolve. Communicates with Technical Assistants through Web HelpDesk forum to report unsolvable problems.
- Reports to the Student Managers and Shift Supervisors. Carries out responsibilities with a spirit of excellence. Submits any documentation required, such as the User Services Handbook Agreement Forms, class schedules, and availability forms, etc. on a timely basis.
- Follows all rules laid out in the User Services Technology Consultant Handbook, including but not limited to shift coverage procedures, shift late procedures, and uniform policy. Knows the User Services Technology Consultant Handbook, the Standard Operating Procedures for each building, and all equipment policies thoroughly. Has read through and has full working knowledge of the Standard Operating Procedures for all buildings.
- Meets with their Mentors on a monthly basis.
- Responds positively and responsibly for changes within the program.
- Basic cleaning and maintenance of labs, computers, and printers. Lending out headphones and laptops for student and classroom use, all on a customer service level. Assist with printing. Report all hardware/software problems and follow up to ensure it has been taken care of.
- Other duties as assigned.
Job Specifications/Qualifications:
- Registered student at William Paterson University
- Thorough knowledge in computer applications and software
- Experience working with technology
- Troubleshooting is desired, but not required
- 2.5 GPA minimal Required

Skills and Abilities:
- Experience working through technical problems and basic troubleshooting
- Excellent written and oral communication skills
- Excellent customer service skills
- Responsible
- Dependable
- Trustworthy
- Responds with honesty and integrity to questions, patron problems and questions from Shift Supervisors, and Student Managers.
- Positive attitude
  - Maintains a general positive attitude towards coworkers, management, and patrons.
- Willingness to learn/Continuous learning
- Diplomacy and Tact
  - Ability and willingness to treat all patrons equally, fairly, etc.
- Emotional Control/Maturity
  - Does not allow personal or emotional problems interfere with their performance at work.
- Professional work ethic
  - Proactive thinking
    - Thinks about problems that might arise in the future, and takes the necessary steps to ensure that they do not occur.
- Ability to communicate with team members and patrons effectively.
- Ability to finish projects or tasks in a timely manner