

Lab Consultant

OIT Computer Labs

The mission of the Office of Information Technology is to support and enhance teaching, research, and community service at Duke University through the effective management and use of information technology resources. Student Technology Services is a group within OIT.

Student Technology Services works closely with students and faculty on technology projects for their courses. One task that falls under STS's responsibility is that they, with the help of student lab consultants, support 17 general computer labs across campus. There are 7 Mac/PC labs, 6 PC only labs, and 4 Linux labs. Most labs are open 24 hours a day while classes are regularly in session.

The role of a Lab Consultant is to support the computer lab users with his/her needs. This includes answering questions, troubleshooting and also making sure the printers are running. Printing is a very widely used and depended on service by the students on campus.

Duties

- Be kind and courteous to all computer lab users and ask them if they have a question when they look confused.
- Answer all lab user questions and if you do not have an answer then point them to the Help Desk.
- Make sure that all of the printers in your region are functional every 30 minutes of your shift.
- When a printer is not functional, take the necessary steps to make it functional again (change toner, add paper, remove paper jam, etc).
- Be observant to unreported problems with the workstations.
- Check for any computers that are not functional.
- Fix computer problems and submit a ticket if you cannot fix it.
- Fill out the work log form every shift.
- Be able and willing to work on related project as the need arises and as assigned.

Qualifications

- Technology troubleshooting skills and experience
- Strong familiarity with the Macintosh & PC or Linux platforms
- Ability to assimilate new technology skills with ease and efficiency
- Excellent customer service skills
- Excellent communication skills, both written and oral
- Innovative and dynamic personality, willingness to actively contribute



Duke University
Office of Information Technology