Consultants Job Description
Under the direction of the IT staff and Lead Consultants, the Consultants provide customer services to CSUF students and university patrons, and supervise daily activities at the Information & Learning Commons (ILC). Consultants employed in the lab provide technical support to users for a variety of software and hardware related issues for both Windows and Macintosh platforms. They also 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 to Lead Consultants or on-duty staff for special requests or difficult problems. They also ensure that the computers and printers are functioning properly. Consultants are also responsible for maintaining a clean and orderly lab environment at all times. At the ILC front desk, Consultants will also manage the laptop and equipped group study rooms checkout system. Other duties may be assigned as deemed necessary.

Position starts at $8.50/hour.

Lead Consultants Job Description
Under the direct supervision from IT staff, the Lead Consultants provide customer services to CSUF students and university patrons, and supervise daily activities at the ILC. Lead Consultants are also responsible for supervising the daily activities of the Consultants at the ILC front desks. In general, Lead Consultants should be able to carry out any Consultant’s tasks, in addition to extra responsibilities and duties, such as assisting staff with special temporary projects, or recurring tasks such as inventory, user statistics, or minor maintenance projects. Lead Consultants supervise and enforce the ILC policies, and ensure that the computer labs are properly maintained by Consultants. Leads are responsible for providing the majority of training for Consultants. Lead Consultants also open and/or close the computer labs, and provide for the general cleanliness, safety and security of the areas. Other duties may be assigned as deemed necessary.

Position starts at $9.82/hour.