

Student Information Technology Technician Job Description

Part-Time Student Position: 10 to 20 hours a week

Information Technology Department
College of Business Administration
3126 Business Building
1301 Lovers Lane
Manhattan, KS 66506
785-532-0870
cbait@ksu.edu

Position Description:

A CBA Student IT Technician will work as part of a team that supports faculty, staff, and students by assisting them in the use of computers, software, and various other technical applications. A Student IT Technician is responsible to assist in the support of the CBA's technology in a fast-paced teamwork environment. The Student Information Technology Technician reports to the Director of Information Technology Projects and Services. The position will help execute the day-to-day operations and long-term projects of the College of Business IT Department.

Education:

- High School Diploma or equivalent.
- Enrolled as a full-time student at Kansas State University with a major or minor degree program within the College of Business Administration.
- Cumulative GPA of 2.5 or above.

Primary Responsibilities:

- Execute the day-to-day requests for assistance
- Troubleshoot and resolve technical issues in offices and classrooms throughout the business building
- Support CBA faculty, staff and students with technical questions and concerns
- Upkeep of technology and the surrounding areas
- Manage IT Department projects and responsibilities
- Perform business building opening and closing procedures
- Other duties as assigned:
 - These include but are not limited to, assisting throughout the business building with setting up chairs, tables, taking out trash, and other minor janitorial duties as needed

Skills Required:

- Self-motivated and possesses an ability to work with people and help with computer-related questions and problems
- Extremely strong customer service and ability to interact with faculty, staff, students, and peer student staff

- Must be able to work in an efficient, professional manner and with minimal supervision at times
- Must be accountable and trustworthy with organizational and time management skills
- Strong oral/written communication skills with Detail orientation
- Intellectual agility and problem solving skills
- Self-motivated with adaptability and excellent customer service skills

Competencies and Expertise:

- Proficient Microsoft Office Skills (Word, Excel and Power Point) and Operating Systems
- General understanding of technology hardware and software
- Technology troubleshooting knowledge
- Basic understanding of the support of mobile devices (iOS, Android devices, etc.)

Physical and Work Requirements:

- Some early mornings, evenings and weekends
- Ability to lift 50 lbs.

College of Business Information Technology Department:

The College of Business Information Technology Department is a dynamic, fast-paced, and high-intensity work environment that provides technical support for computers, audio video equipment, digital signs, and print solutions, to the college's faculty, staff, and students in the Business Building. The department supports 17 instructional class rooms, 5 computer classrooms, 400 computers, 600 monitors, 165 printers, 46 laser Projectors, 30 digital signs, and a variety of other technology.

Application: <http://webdoc.cba.ksu.edu/StudentITTechApplicationForm.pdf>

For more information, please contact:

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