Consultants Job Description

Under the direction of the IT staff and Lead Consultants, 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 to Lead Consultants or 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 & ATL devices (laptop, iPad, etc.) and smart group study rooms checkout system.
- Providing support for the InnovationMakerspace Center and Data Visualization Center (DVC)
- Providing support for the Interdisciplinary College Collaboration Labs
- Other duties may be assigned as deemed necessary.

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 in-person communication skills. They must be able to interact professionally with users, co-workers, and supervisors. They will be able to explain technical matters clearly and without "computer jargon."

Lead Consultants Job Description

Under the direct supervision from IT staff, the Lead 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). Supervise the daily activities of Consultants at the SGC, ATL & SHD desks.

- Assist staff with special projects, or recurring tasks such as inventory, user statistics, or minor maintenance projects.
- Supervise and enforce the SGC policies, and ensure that the computer labs are properly maintained by Consultants.
- Providing the majority of training for Consultants.
- Provide for the general cleanliness, safety and security of the areas.
- Other duties may be assigned as deemed necessary.

Essential Qualifications
- Lead Consultants should be able to carry out any Consultant's tasks, in addition to extra responsibilities and duties.
- 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 in-person communication skills. They must be able to interact professionally with users, co-workers, and supervisors. They will be able to explain technical matters clearly and without "computer jargon."