Job Description

The Montana State University UIT Global Student Labs regularly employ student workers. These students provide support for computer related issues to assist Montana State University students and faculty. Student employees work primarily in our office in Reid 304, but also at other Student Labs computer room locations across campus including Renne Library, Reid Hall, Roberts Hall and others. For a full list of the Student Labs computer rooms, see [http://studentlabs.montana.edu/labs/](http://studentlabs.montana.edu/labs/).

Duties include:

- Ensuring the Virtual Desktop Infrastructure is accessible and working properly for users (students, faculty and staff), including stress-testing and troubleshooting.
- Creation and configuration of computer images for mass deployment for both virtual and physical environments, such as software installation, updating management and license compliance.
- Hardware and software troubleshooting.
- Work in a team environment to solve problems quickly and efficiently, including proper communication with users and IT personnel using email, Microsoft Teams, Cisco Webex teams, telephone and other methods, as needed.
- Conveying knowledge to faculty, students, and fellow staff in a polite and helpful manner.
- Creation of custom scripts for automating processes.
- Ticket creation using the HelpDesk ticketing system for problem tracking.
- Investigation of new software solutions to resolve user issues and needs.
- Creation and editing of knowledge base articles and other documentation for user and IT staff.
- Web page creation and maintenance.
- Initial setup of new hardware and software for optimal lab layout.
- Managing IP addresses using IP Access Management (IPAM), such as IP migrations and new IP address setup.
- Other computer and VDI-related tasks as assigned by the Student Labs Tech Lead.
Required Qualifications:
- Excellent customer service and written and verbal communication skills.
- Ability to solve problems independently regarding hardware and software issues.
- Motivation to learn the inner workings of Montana State University to better assist students and staff.
- Knowledge of Windows and Apple platforms, including Operating Systems and basic software.
- Skills in hardware setup and configuration, along with wire management capabilities.
- Awareness of network wiring practices.
- All applicants must be available for 2 semesters or more due to training requirements.
- All applicants must be able to commit to a minimum of 15 hours a week. We are open over 80 hours a week and will work with your student schedule.
- An interest and willingness to learning about computer-related topics.

Preferred Qualifications:
- Knowledge of Virtual Desktop Infrastructure (VDI) such as VMware or Citrix
- Understanding of networking including IP addresses, DNS and subnet masking
- Prowess with the operating system and installing software for Windows, Apple and Linux systems

How to Apply
1. Fill out attached application form.
2. Prepare an application cover letter and resume’. Included in these documents are job references, qualifications, reasons for application, and future goals. Any application turned in without this documentation will be dismissed. Please, address the application letter to Student Labs Management.
3. Turn in application, resume, and application letter to the Student Labs Tech Lead located in room 304 of Reid Hall. If this is not possible, please email usamanagement@sympa.montana.edu all of these documents.
4. After an application has passed initial review an interview will be set up. After an application has passed initial review, an interview will be scheduled.
Application for Employment

Name (Full): _____________________________________________________________
Address: __________________________________________________________________
Email: ____________________________________________________________________
Phone: ____________________________________________________________________
College Major: __________________________________________________________________
Semesters until graduation: __________________________________________________
Referred by anyone? ______________________________________________________

Please answer the questions below. (Use additional sheets if necessary).
Do you have any experience with the UIT Helpdesk or UIT Global Student Labs?

Do you have any computer related experience? Specific software, hardware, networking, etc. experience?

Do you have any experience with Virtual Desktop Infrastructure such as VirtualBox, VMware or Citrix?

Explain your customer service experience.
Semester: _______________________________

Scheduling preferences:
Hours per week __________
Time of Day __________
Days of Week __________
Other Considerations __________

Please, put a line through the times you CAN NOT work.
As a trainee all hours will be conducted Monday thru Friday.

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