



DEPARTMENT OF INFORMATION TECHNOLOGY PART-TIME LAB MONITOR JOB DESCRIPTION

Position Type: Part-Time Staff

Position Title: IT Lab Monitor

Campus: OSU Stillwater

Department: Information Technology Support

Hiring Range: \$9.00 per hour

Job Summary: Lab Monitors provide customer service and support to Faculty, Staff, and Student users of the IT Labs. Lab Monitors assist students with logging in, accessing software, and printing in the two IT Lab locations. Lab Monitors are responsible for reporting issues in IT Labs, and for maintaining the functionality of the lab computers, projectors, and printers used in the IT Labs.

Lab Monitors report issues and assist Faculty, Staff, and Students with accessing assistance from other IT resources such as the ID Desk and the Helpdesk. Customer service, speaking, and interacting with people skills are a must.

Other tasks may be assigned to employees by the IT Labs Supervisor as well.

Special Instructions To Applicants: Applicants must apply online at from the link under the Student Employment section at <http://help.okstate.edu>. Do not include personal information in the application (such as social security numbers, passwords, etc.).

Background Check Type: Criminal History Records Check

Required Skills, Knowledge, Experience, & Roles:

- Must be a current OSU Stillwater Student in good academic standing.
- Excellent customer service skills.
- Exceptional communication skills.

Preferred Skills, Knowledge, Experience, & Roles:

- Familiarity with general features of Microsoft Windows and Office.
- Knowledge of OSU technology services (Banner, Orange Key, Computer Labs, etc.).