Interested? How to Apply

If you are interested in applying, submit materials according to the Instructions for Student Job Candidates in IS&T Provider and Consumer Partnerships. Applications will be reviewed in the order received so applicants are encouraged to submit materials as soon as possible.

Note

- An easy link to this page is found at: http://mit.edu/cshiring

Who We Are

MIT Information Systems and Technology (IS&T) is responsible for MIT's technology infrastructure. We provide resources, services, and support to help everyone at MIT work smarter, faster, and safer.

Jobs in IS&T Provider and Consumer Partnerships

The Customer Support team works throughout the MIT community to answer questions and offer help with problems concerning computers, software, or network access on campus. Consultants engage the MIT community via phone, email, or face-to-face contact. We help faculty, students, and visitors with problems such as:

- connecting to the MIT network
- printing
- installing certificates
- creating web pages
- setting up email
- accessing course-related web sites, digital resources or academic software

Customer Support Consultants

Work takes place in a group setting where you'll review problem reports, gather additional information, and join other students and staff to collaboratively work through solutions. We require a minimum of 5 scheduled hrs/week, along with a weekly dinner meeting. We seek an initial commitment of two semesters.

Some candidates will have prior, related work experience or deep knowledge of Macintosh, Windows or Linux operating systems. But, we also seek employees who have basic skills, are curious, gain satisfaction from helping others, and who want to understand more about computers, strategies for problem solving, or the MIT technology environment. If you've stepped in when a teacher, family, friends, are stuck with a computer issue, our jobs may be a good match. You must be motivated to learn and help, but we will provide extensive training.

Among the skills you have an opportunity to develop are thinking on your feet, prioritizing solutions with time constraints, explaining complex ideas...
to experts and novices, methodical problem solving, speaking to or in front of others, knowledge of reference materials, writing, teaching and mentoring, collaboration within a team environment. There are frequent opportunities for additional hours or special projects. Full-time summer and IAP work is generally available.

**Job Basics**

- Starting salaries begin at $16.00/hr; opportunities for increases as experience and independence grow.
- Mandatory weekly training meeting every Tuesday while classes are in session, from 5:15-6:45 pm, in E19
- Requires 5 or more scheduled hours per week on-site during normal business hours
  - Hours will be scheduled around your classes and other MIT commitments
- Work with members of the MIT community by e-mail, telephone, or in person
- After your first semester, there are opportunities for teaching and mentorship, training new employees, writing documentation, testing software, team administration, web development, hiring team participation, information and outreach sessions, development projects and more.

All students will achieve basic proficiency in the areas listed below, however students will select or be assigned to one of the following specific specialties:

**Help Desk Consultant**

- Primary work hours are MIT business hours (M-F, 8am-6pm)
- Work based in E19 and W91
- Most problems based on Macintosh or Windows computers, or mobile devices
- Must enjoy conversation with MIT community members, and have empathy for their technology challenges
- Should be comfortable using Mac or Windows systems, but we will provide extensive training

**Knowledge Base Editor**

- Works 4 or more hrs/week with flexible schedule possibilities including non-business hours
- Writes for and edits the Knowledge Base. This resource provides IT knowledge and troubleshooting information to the MIT community. It is powered by a Confluence-based wiki. Content is provided by many authors including IS&T staff, students, and MIT community members.
- Works in both W91 office and remotely.
- Maintains the Knowledge Base environment by reviewing and revising content to ensure accuracy and compliance with best practices. Editors revise articles for conformance to formatting standards, accessibility requirements, readability, and completeness of content. Editors may also test instructions and research/update content that has been flagged as incomplete, outdated or incorrect.
- Has strong written English language skills and is comfortable with a variety of desktop computing technologies. Experience with wiki markup and Confluence are also desirable.