Student Technician – RELLIS IT

Salary - $15/hr (Maximum of 19 hours per week)

Deadline - Open until Filled

If interested, please send your resume to *rellis-it@rellis.tamus.edu*. Selected candidates will be contacted for an interview.

Job Description:

Are you interested in a career in Information Technology? Are you looking for a hands-on learning experience that fits your career goals? RELLIS Information Technology is looking for motivated students that would like hands-on experience in networking, cloud computing, security, and end point management. We have positions where students can learn the fundamentals of IT while working in a fast-paced University environment.

These student positions will play vital roles in the success of day-to-day support operations, ongoing projects, as well as new projects and programs. They will be essential in supporting technology needs for our customers. We strive for mutually advantageous relationships.

At RELLIS IT, we value the pursuit of education and believe student workers are students first - technician work comes second. Academic achievement and on-campus participation is encouraged through a flexible schedule. Students have the opportunity to work during the summer and winter breaks (up to 39 hours per week) or place their employment on pause to complete internship requirements.

Job duties:

Under general supervision, Student Technicians assist faculty, staff and students, via phone, email, chat, and in-person support, with technology issues including:

- Audio & Video Equipment
- User IDs
- 2-Factor Authentication
- Microsoft 365 Apps
- Teams Phones
- Zoom
- and more

These positions may participate in IT Projects, assist in implementing new technology and have access to various online training opportunities.

On the job training is provided.

Qualifications:

EDUCATION

Required: High School Diploma or Equivalent and be currently enrolled as a student at any of the Texas A&M System Universities or Blinn College.

Preferred: Students majoring in computer-related field. Students with two or more years remaining before graduation.

EXPERIENCE

Required: Familiarity with computers and a genuine interest in expanding Information Technology skills.

Preferred: Microsoft Windows 10/11, Apple Mac OSX, Microsoft Office, Exchange/Outlook, Active Directory, Microsoft Azure/Entra ID and Intune, Cloud infrastructure, experience with Dell desktop and laptops, Apple Macbooks and Microsoft Surface devices.

SKILLS

Required: Must be able to work with faculty, students and staff in a professional manner; Must have good communication skills both verbally and written; Have the ability to explain complex topics in a friendly, approachable way; Have a customer-focused attitude; Be organized and detail-oriented; Have curiosity and a willingness to learn; Must have the ability to complete time-sensitive tasks; Have the ability to follow specific processes and provide thorough documentation. Must be punctual and able to work a minimum of 15 hours per week with a maximum of 19 hours per week. Must have a current driver's license.

This is a security-sensitive position and is restricted to U.S. citizens and legal permanent residents only.