Information Technology Services Student Employment

The position is part of the OSU's OCIO (Office of the Chief Information Officer) on the Newark campus and is available for COTC students as external candidates.

Position Working Title: Student Analyst 1

Position number: R15958

Description of Work and Duties:
As a member of the Newark IT Service Desk team, the Student Technology Support Specialist provides professional, knowledgeable, and courteous support to The Ohio State University at Newark and Central Ohio Technical College students, faculty and staff members requesting assistance through our inbound IT support channels of phone, email (nwk-helpdesk@osu.edu), and walk-in. Areas of support include password assistance and multi factor authentication as well as general helpdesk support.

Required Qualifications
- Understands basic network concepts
- Knowledge of desktop and laptop computing operating environments
- Has understanding of mobile devices
- Good written and phone communication skills
- Positive attitude
- Attention to detail
- Customer service

Additional Information:
- The targeted hiring range for this position is 9.50 hourly.
- Schedule - the work schedule is flexible around classes and commitments within current hours of operation:
- 7:30 a.m. to 8 p.m. - Monday through Thursday
- 7:30 a.m. to 5 p.m. - Friday

Apply: The application and hiring process is housed within OSU's Workday system. Please use this link to apply. https://osu.wd1.myworkdayjobs.com/OSUCareers/job/Newark-Campus/Student-Analyst-1_R15958-2

Questions: Please direct your questions to Jeff Crabtree.179@osu.edu and refer to this FAQ.

7/12/21