IT Service Desk (IT SD) Student Labor

Departments at URI are often in need of someone with experience in technology and specific URI processes, but they do not have the time or funds to find, interview, hire, and manage additional staff. The URI Information Technology Services IT Service Desk offers a solution that takes care of the administrative end by providing trained IT student staffing up to 20 hours each week, year-round.

How does it work?

• The IT Service Desk solicits student labor from our URI IT SD student body.
• Applicants go through a standardized process for interviewing and hiring to find the most qualified and best suited students for IT SD technical support work.
• Students are trained via a three-stage qualification process over the entirety of their time with the IT SD.
• All students must complete a set level of training before being qualified to perform field technical work.
• Students are scheduled to assist you at the remote location based on hours you prefer and student availability.
• We try and staff you with the same student every time, but this is not always possible. Our procedures ensure that any students we do send you will have a set level of training.
• All HR/Payroll functions, communication, and scheduling for the students is done via our IT Service Desk accounts.
• We offer this solution and orchestrate a department to department transfer of funds to cover our costs.
What are the benefits?
This setup frees your staff from all administrative processes, and you get the benefits of trained students when and where you need them who are knowledgeable in IT Service Desk and URI processes. We also provide a phone for the location of your choice for the student to interact more closely with the IT SD when needed.

What are the costs?
Cost are determined on a case by case basis based on departmental needs and budget. Below is just one example of the packages we provide.

- Your department needs 20 hours per week of coverage year-round.
- $15/hour covers the cost of our student’s payroll, plus their training and our administration / human resources function costs, such as interviewing, hiring, and scheduling.
- 20 hours x 52 weeks = 1040 hours.
- The cost to your department is $15,600.00 for the entire year.

How can I request Departmental IT Student Staffing?
Please click on the IT Service Desk Student Help form.

Who can I call for more information?
Terry Wild
Manager, Tier 1 Support
Information Technology Services
ITS/IT Community Services
Robert L. Carothers Library and Learning Commons
LL 17
Kingston, RI  02881

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