



## Help Desk (HD) 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 HelpDesk 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 Help Desk solicits student labor from our URI HD student body
  - Applicants go through a standardized process for interviewing and hiring to find the most qualified and best suited students for HD technical support work.
  - Students are trained via a three stage qualification process over the entirety of their time with the HD.
  - 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 via our Help 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 of these administrative processes and you just get the benefits of trained students when and where you need them who are conversant in Help Desk and URI processes. We also provide a phone for the location of your choice for the student to more closely interact with the HD 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
- \$13/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 hrs X 52 weeks = 1040 hours. The cost to your department is \$13,500.00 for the entire year

## Who can I call for more information?

Robert Viens

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