

Technical Support Specialist



Department: Information and Technology Services

Type: Staff, Full-time

Function:

Provide the primary technical support to the Stephens College community in response to helpdesk calls and service requests by creating, completing, or assigning work tickets to appropriate parties as needed.

Responsibilities:

1. Serve as primary Helpdesk contact for Stephens College community which encompasses the residential campus as well as distance and online.
2. Transfer emails from the helpdesk account to work tickets and respond, as necessary.
3. Manage work tickets, by resolving them, responding, or sending to the appropriate person to handle the ticket.
4. Troubleshoot hardware and software problems with faculty, staff, classroom, or lab computers.
5. Create and disable student, faculty and staff email and login accounts.
6. Assist with documenting procedures and creation of a knowledge base.
7. Schedule and implement the use of equipment such as faculty computers, staff computers and student lab computers.
8. Help students diagnose problems on their personal machines if brought in.
9. Maintain toner and printer paper inventory and order more as needed and submit printer help requests to vender as needed.
10. Provide training and support for standard software: Mac OS, Windows, Canvas, Microsoft Office, multimedia.
11. Perform general office duties, phone support, and clerical tasks.
12. Be available for evening and weekend support as needed.
13. Other duties as assigned.

Education/Skill Requirements:

- Associate degree in information systems, computer science, or related field with a technical emphasis, or equivalent work experience
- Strong interpersonal communication skills
- Experience with installation, maintenance, support and troubleshooting of personal computers, printers, software, and other computer systems.

Stephens College offers excellent benefits, including vacation/holiday/sick pay, health/dental/life insurance, tuition waiver and retirement plan.

To Apply: Submit an online [Stephens College application](#) with cover letter, resume and references.

The successful candidate must pass a criminal background check.

Stephens College is an Affirmative Action /Equal Opportunity Employer. A diverse community on campus is valued, so women, minorities, veterans, and individuals with disabilities are encouraged to apply.

About Stephens College:

Established in 1833, Stephens College is a comprehensive Master's institution with a robust undergraduate women's college preparing students for successful careers in business, communication, fashion design, education, creative writing, filmmaking and the health sciences (including a new nursing degree program jointly owned and operated by a local private healthcare system); a new co-ed Conservatory for the Performing Arts launching in August 2022; and thriving co-ed graduate programs in the health sciences (Physician Assistant, Counseling, Health Information Management), and the performing arts (MFA in Script and Television Writing located at the Jim Henson Studios in Los Angeles).

Located in the heart of Columbia, Missouri – ranked as one of the top university towns in the nation and home to the University of Missouri – Stephens offers students all the social experiences and benefits of an SEC university town, in combination with all the personal and academic benefits of a small, individualized, student-focused private college on 50 historically beautiful and wooded acres in the center of the city. Rated in 2021 among the top colleges in the country by the Princeton Review, Stephens was ranked by U.S. News & World Report as #36 among all Midwestern regional universities and #3 in “social mobility” for its success in accepting, supporting, and graduating first-gen and disadvantaged students.

Stephens says yes first. As a result, it is the pet-friendliest campus in the nation; home to the first all-women's competitive esports team; and the only college that requires every student to complete a non-credit Career and Professional Development curriculum of more than 20 learning experiences and assignments as a graduation requirement. Stephens operates its own pre-K/elementary lab school; its own professional summer theatre in Okoboji, Iowa; its own student-designed and operated campus store selling student-designed fashions and accessories; its own equestrian stables offering academic and recreational riding; and its own hybrid online graduate degree in script and television writing that meets for 10 days every semester at the Jim Henson Studios in Los Angeles.

[Smoke Free Campus](#)