Technical Support Specialist

Department: Information & Technology Services
Type: Staff, Full-time

Stephens College seeks a Technical Support Specialist to 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. Follow-up on the Tech Support Facebook Page responding to posts and creating work tickets as necessary.
4. Manage work tickets, by resolving them, responding or sending to the appropriate person to handle the ticket.
5. Trouble shoot hardware and software problems with faculty, staff, classroom, or lab computers for both Mac and Windows.
6. Create and disable student, faculty and staff email and login accounts.
7. Assist with documenting procedures and creation of a knowledge base.
8. Schedule and implement the use of equipment such as faculty computers, staff computers and student lab computers.
9. Help students diagnose problems on their personal machines if brought in.
10. Maintain toner and printer paper inventory and order more as needed and submit printer help requests to vender as needed.
11. Provide training and support for standard software: Mac OS, Windows, Canvas, Microsoft Office, multimedia.
12. Perform general office duties, phone support, and clerical tasks.
13. Be available for evening and weekend support as needed.
14. Other duties as assigned.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Qualifications:

- Associate's 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 College-paid retirement plan.

To Apply: Qualified applicants must complete an on-line **Stephens College application** with the following:

-Cover letter
-Current Resume
-Two professional references

Review of applicants will begin immediately and continue until positon is filled.
A criminal background check will be required.

EOE A diverse community on campus is valued   Smoke Free Campus