

Job Title**IT Support Technician- Temporary**

We have a **temporary** full-time opening for an experienced infrastructure technician to perform system administration and support of our IT infrastructure including personal computers, local and cloud server platforms, voice systems, audio/video components in our facilities, and IT service desk functions. Our team is committed to the learning mission of the University and this extends to this position by providing exposure to best practices in IT service management and advanced information technologies.

Job Description:

The IT Services Department at CHSU supports approximately 160 employees and 300 students with a broad set of on-site and cloud-hosted information technology services. Our employees use Dell Windows 10 laptops and desktops. Our VMWare virtual servers also run Windows operating systems. Our students have personal laptops that meet our prescribed standards and vary in Windows and Apple technologies. We utilize Microsoft Office 365 and Azure cloud services for user services including file storage and VoIP voice services running on and high-performance LAN/WAN. Most enterprise applications including student information, learning management, payroll, library, emergency communications, donor management, and web content management are SaaS-based running on cloud platforms.

Under the general direction of the IT Infrastructure Manager and work direction of the Infrastructure Support Analysts, the IT Support Technician assists in the support of the IT computer infrastructure including local personal computers, printers, software, classroom A/V technology, and other electronic equipment in accordance with CHSU standards. The IT Support Technician will provide level 1 support for CHSU IT technologies to faculty, staff and students as assigned in accordance with IT Service Desk operations and support request management procedures. The incumbent will assist on assigned IT projects including service implementation.

Reports to:

IT Infrastructure Support Manager

Classification:

Full-Time, Nonexempt Staff

Essential Duties:

- Assist in the installation, support and physical transfer of IT infrastructure components and user computer hardware, operating systems, applications software, and related peripherals and services
- Install and support end-user voice technology including handsets and peripherals
- Perform user computer upgrades, troubleshooting, repair, and replacement

**Qualifications/
Education:**

- Perform Tier 1 (first level) incident support on computer, network, office applications, enterprise applications, voice technology, file services, printer, A/V, classroom incident analysis, troubleshooting, resolution, and documentation
- Apply current procedures for assisting users in end-user training. Provide technical training/assistance to computer users and IT staff due to changes in hardware/software components
- Perform proactive maintenance on printer supplies by monitoring device supply levels
- Provide student support on learning systems software (e.g. Exemplify, InteDashboard, Panopto, BrightSpace, etc.) in classrooms for software and system continuity
- Provide troubleshooting and resolve for problems with A/V systems and web conferencing
- Provide assistance in IT projects as assigned in alignment with best practices and CHSU standards

Education:

- High School Diploma (GED) or equivalent education
- Currently studying or previously obtained degree in an IT related field

Skills & Experience:

- Minimum 1 year of work experience supporting personal computer systems hardware/software
- Understanding of personal computer hardware/software management, office applications, printer technologies, voice technology peripherals, and basic A/V systems components
- Ability to learn new technology concepts and communicate to end users
- Demonstrated skills in troubleshoot, analysis, planning, and problem resolution
- Demonstrated skills in time management to allow multi-tasking while maintaining great attention to detail in documentation
- Ability to work effectively alone and in a team environment
- Ability to adapt to changing conditions, assignments, and deadlines
- Effective verbal and written English skills

Compensation:

CHSU offers a competitive benefits and compensation package. Salary is commensurate with experience.

Application Instructions

Interested candidates are to electronically submit a letter of interest, a detailed resume and the names, titles, addresses, and telephone numbers of at least (3) professional references who may be contacted. Please send a completed package electronically to careers@chsu.edu and type **IT Support Technician** in the subject field of the email.