

Job Title:**IT Support Technician, University****Job Description:**

Under the general direction of the Director of Information Technology, the Information Technology Support Technician is responsible for organizing and overseeing the life cycle and maintenance of computer hardware including servers, storage, systems management components, local personal computers, classroom technology, voice technology, and other electronic equipment in accordance with CHSU standards. The incumbent will proactively research industry developments and maintain competence in current methodologies to apply this knowledge in the performance of their duties. The IT Support Technician will support IT staff with system patches, upgrades, and preventive maintenance and implement security measures on these systems. The IT Support Technician will support Help Desk operations, procedures, and management processes. The incumbent will help to maintain the productivity of end-users and improve student, faculty, and staff satisfaction by documenting effective support processes and procedures.

Reports to:

Director of Information Technology, Information Technology Department

Classification:

Staff, Full Time, Non-Exempt

Essential Duties:

You may have a short paragraph here about the essential duties along with bullet points:

- Assist in the installation, support, and maintenance of IT components and end-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
- 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 in classrooms for software and system continuity
- Provide troubleshooting and resolution for problems with A/V systems and web conferencing
- Aid in IT projects as assigned in alignment with best practices and CHSU standards

**Qualifications/
Education:****Education:**

- Associates degree, Technical Certification, or equivalent experience; or
- Bachelor's Degree in computer science or Information Technology

Skills & Experience:

- Minimum 3 years 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 troubleshooting, 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. The non-exempt pay range for this position is \$20.67 to \$28.36, however, salary is commensurate with experience.

Application Instructions

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