

Job Title:**Part-Time Information Technology 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

Classification:

Staff, Part Time, Non-Exempt

Essential Duties:

- Provide Tier 1 and Tier 2 technical support for desktops, laptops, printers, mobile devices, classroom technology, audiovisual systems, and related peripherals
- Install, configure, maintain, troubleshoot, repair, and replace computer hardware, operating systems, software applications, and technology equipment in accordance with university standards
- Support end-user technologies including Microsoft 365, enterprise applications, file services, wireless connectivity, printing services, and voice communication systems
- Install and support voice technology equipment including handsets, voicemail, conferencing systems, and related peripherals
- Troubleshoot classroom and conference room technology issues including projectors, microphones, displays, lecture capture systems, and web conferencing platforms
- Support students, faculty, and staff with learning management systems, testing software, instructional technologies, and classroom technology needs
- Assist with software deployment, system patching, endpoint protection, updates, and preventive maintenance activities to maintain security and system reliability
- Monitor and maintain IT inventory including computers, peripherals, printers, supplies, and audiovisual equipment
- Document incidents, service requests, troubleshooting steps, and technical procedures within the IT Help Desk ticketing system
- Assist in maintaining Help Desk operations, service delivery standards, and support procedures to improve end-user satisfaction and operational efficiency
- Provide technical guidance and end-user training related to hardware, software, classroom technology, cybersecurity awareness, and university systems
- Support onboarding and offboarding activities including account setup, equipment deployment, and technology access management
- Escalate unresolved or complex technical issues to senior IT staff or vendors while ensuring timely follow-up and communication with end-users

**Qualifications/
Education:**

- Assist with IT infrastructure, classroom technology, security, and system implementation projects in alignment with university standards and best practices
- Provide technical support for campus meetings, events, and special programs requiring audiovisual or technology assistance
- Maintain awareness of emerging technologies, cybersecurity risks, and higher education IT trends through ongoing professional development

Education:

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

Skills & Experience:

- Ability to adapt to changing conditions, assignments, and deadlines
- Effective verbal and written English skills
- Microsoft Technology Associate (MTA)
- Microsoft Certified Solutions Associate (MCSA)
- Google IT Support Professional Certificate
- CompTIA A+

Compensation:

Salary range for this position is \$20.67-\$28.85, however, hourly 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 **Part-Time Information Technology Support Technician** in the subject field of the email.

CHSU is an Equal Employment Opportunity (EEO) employer. CHSU complies with the Employment Eligibility Form (I-9) requirements.