



POSITION: IT SUPPORT SPECIALIST

DEPARTMENT: INFORMATION TECHNOLOGY SERVICES

POSITION SUMMARY

The IT Support Specialist (ISS) is an experienced IT technician with robust technical skills that supports all aspects of the technology needs of the NGU community. The ISS is also responsible for opening the IT Help Desk at 7:30 am during the school year to support classroom technology and instructional needs. This position will assist in level 1 network troubleshooting. This position will also participate in the training of student technicians and the assessment of work completed by them. This is a full-time position that works a 40 hour per week schedule and will occasionally require overtime and weekend hours. On-call participation during university closures and events is compulsory.

RESPONSIBILITIES

Preparation of training and support documentation for NGU faculty and staff.

- Participate in NGU ITS Help Desk operations and support.
- Network troubleshooting
- Train and evaluate student technicians
- Gather information and prepare reports/metrics as requested by ITS leadership.
- Assist in budget planning
- Other assigned responsibilities



- Average Weekly Time Allocations (These are not absolute allocations, but rather a guide for how work and priorities should be decided.):
 - 85% - IT Support via ITS Help Desk and Network troubleshooting
 - 5% - Reporting
 - 5% - Project Management/Planning
 - 5% - Unallocated/Other Assigned Duties

QUALIFICATIONS

Required:

- This position requires a bachelor's degree or 3 years' experience in a related technology vocation.
- Knowledge of common and modern desktop operating systems (Windows and Mac), mobile operating systems, productivity software, hardware support, and network diagnostics troubleshooting skills are compulsory.
- Project management, task management, and personal time management skills are required.
- Strong verbal and written communication skills are necessary for positional success.
- Travel between the main NGU campus and satellite campuses is required.
- Some lifting will be required.
- Access to and discretion with confidential information is required and failure to secure such information is grounds for termination.
- Complies with IT Services Statement of Service.



Preferred:

- Experience with ITIL v3 service methodology, project management experience, and budget planning experience are all preferred.
- Knowledge of Kace ticketing system is advantageous.
- Functional knowledge of desktop and mobile security best practices is helpful.
- Experience with academic pedagogy is also helpful.
- Computer literacy and knowledge of Microsoft Word and Excel; experience with PowerFAIDS preferred
- Understand and comply with FERPA and GLBA regulations
- Supports NGU's mission statement and core values, commitment to a Christian lifestyle and character in keeping with biblical model

PHYSICAL REQUIREMENTS

- Visual Abilities: Read reports, create presentations, and use a computer system.
- Hearing: Hear well enough to communicate with co-workers, vendors, and students.
- Dexterity, Grasping, Feeling, Write, type and use the telephone, copier, and computer systems.
- Mobility: Open files and operate office machines; move between departments and attend meetings across campus.
- Talking: Frequently convey detailed or important instructions and ideas accurately, loudly, or quickly.
- Lifting, Pulling, Pushing: Exert up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.



- Cognitive/Emotional: Ability to critically think and concentrate. Must be able to respond quickly to changes in conditions – 75-100% of the time.

WORKING RELATIONSHIPS

This position is a full-time position in IT Services. The IT Support Specialist reports to the Desktop Services Manager. This role will provide a weekly summary of work completed. This role will also provide a monthly summary of tactical initiatives to be engaged. Annual participation in budget planning is required. Strategic planning and customer driven project participation are necessary and required. An annual review will be performed in accordance with institutional policy and intermittent feedback will be provided by supervisor. Intermittent engagement of specific tasks or support requests will be required for support and evaluative purposes.

WORK SCHEDULE

Student Services is open Monday through Thursday, 7:30 a.m. – 4:00 p.m., and Friday 7:30 a.m. – 12:00 p.m. Summer hours may vary. Office hours are subject to change as deemed necessary. Occasional work on Saturdays and evenings may be required.

Please submit your resume in the North Greenville University online application.