

LeMoyne-Owen College

Position: Tier I Help Desk/ IT Support Technician

Job Code: HDIT2019

Posted: April 10, 2019

LeMoyne-Owen College, a four-year Liberal Arts College located in Memphis, Tennessee is seeking candidates for a twelve month **full-time** position as the Tier I Help Desk/ IT Support Technician Reporting to the Help Desk Manager. In this role you will provide technical assistance and support related to computer systems, hardware and software. You will be responsible for the internal and remote support of the companies PCs, printers, cellular devices, custom software and other peripherals. Respond to service requests, run diagnostic programs, isolate problems to determine and implement solutions.

Job Qualifications and Requirements for Help Desk/IT Support Technician:

- Minimum high school diploma
- 1-2 years of technical support experience.
- Operating system experience in the following: XP, Win 7/8x/10, Mac OS, IOS
- Microsoft Office 2010 & 2013, 2016, Office 365

DESIRED/PREFERRED QUALIFICATIONS:

- Must have strong troubleshooting and support skills.
- Stellar communication and customer service skills are essential for this role.
- Must have the technical skills necessary to support, troubleshoot and set up workstations and other equipment.
- Qualified candidates are highly organized and have superior analytical problem solving abilities.
- Ideal candidates are team-oriented, customer-focused, positive and committed to excellence.
- Must be a self-motivator and be able to work with key personnel across multiple departments to build a shared vision for solutions, and you must possess the ability to learn new technologies quickly.

Primary Job Duties for Help Desk/ IT Support Technician:

- Provide support and resolve problems to the end users satisfaction
- Monitor and respond quickly and effectively to requests received through the IT helpdesk
- Monitor service desk for tickets assigned to the queue and process request based on priority
- Modify configurations, utilities, software default settings, etc. for the local workstation
- Utilize the helpdesk tracking software
- Assist onboarding of new users
- Image, configure and deploy new workstations, peripheral equipment and software
- Maintain a working inventory of computer equipment for replacement or new builds
- Report issues to management or developers for escalation
- Perform timely workstation hardware and software upgrades as required
- Walk users through problem solving process
- Troubleshoot and resolve problems with internet or network connectivity both internal and external
- Maintain ID/Badges services
- Maintain audio/visual equipment
- Maintain the digital signage systems
- Supervise videography and/or photography for selected events
- Assist with use of audio/visual related to projection technology

Working Conditions/ Physical Demands:

While performing the duties of this job, the employee is regularly required to sit, use hands to handle, or feel, and talk and hear. The employee frequently is required to walk. The employee is occasionally required to stand, reach with hands and arms, and stoop, kneel, or crouch. The employee must occasionally lift and/or move up to 50 pounds. Specific Vision abilities required this job include close vision.

APPLICATION DEADLINE: Position open until filled. Review of applications to begin on May 6, 2019.

Complete application packet must include:

- Cover letter stating indicating desired/preferred qualifications
- Resume
- Official transcript(s)
- A fully completed LeMoyne-Owen College employment application(the employment application may be downloaded from the College's website at www.loc.edu, click on employment, and submit as a scanned document with other application materials)
- Letters of recommendation from three professional references who can attest to your qualifications for this position
- No relocation assistance or sponsorship of visa is available with this opportunity

All applications must be e-mailed to jobs@loc.edu, and place the job code in the subject line of the e-mail.

For an application to be considered, all requested materials must be submitted simultaneously either by mail, email, or personal delivery to:

LeMoyne-Owen College
Office of Human Resources
ATTN: Information Technology
807 Walker Avenue
Memphis, Tennessee 38126
E-mail: jobs@loc.edu
Download employment application at: www.loc.edu

LeMoyne-Owen College is an Equal Opportunity Employer and does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, or veteran status.

NO PHONE CALLS PLEASE