

Job Title: Tier II /Helpdesk Support Technician

Reports To: Helpdesk Manager

Department: Office of Information Technology

Classification: Staff, Full-Time 12 month, Benefits Eligible, Grant Funded, Reappointment based on annual review

LeMoyne-Owen College (LOC) is a four-year liberal arts college that provides a transformative experience for students with a goal of preparing them for future professional endeavors. We are a launching pad for success, no matter where a scholar is on their academic journey. The campus is located within the urban center of Memphis, Tennessee yielding a rich cultural vibrancy to our institution. We are situated in the heart of the historic Soulsville district where legendary artists once recorded soul classics at Stax Records. Notably, we are also Memphis' only historically black college with a history dating back to 1862 from where the leadership of Memphis has emerged.

POSITION OVERVIEW:

The Desktop Support Technician will perform all aspects of support related to the daily computing needs of LeMoyne-Owen College faculty, staff, students, and alumni. The Technician will provide support via phone, email, and in-person technical support.

DUTIES AND RESPONSIBILITIES:

Windows Server:

- Active Directory, users and computers. (create users and add computers to domain)
- DNS and DHCP
- Print and file services. Work with network shares and drive mappings; manage print shares and add locally to user devices
- Windows terminal server support, remote apps support of AOD system. Assist users with problems with connectivity and printing

Exchange Server Support

- Add mailboxes, distribution groups, etc
- Troubleshooting of exchange environment regarding email issues
- Manage cloud and onsite spam filter, whitelist senders

VMware Support

- VSphere and Vcenter knowledge to monitor and change hardware resources if necessary
- Start and stop servers

Desktop Support

- Support of OS, Office, AOD applications
- Hardware troubleshooting
- Printing
- Refresh systems as Windows 7 systems need to be replaced

Networking

- Basic troubleshooting as well as familiarity with Meraki firewall, VPN clients, VLANs
- Wireless troubleshooting
- Mobile phones support; primarily adding Exchange accounts, activating new phones and transferring user profiles
- Monitor backups and antivirus clients on endpoints
- Some IP camera knowledge
- Advise client of upcoming infrastructure and equipment needs including servers end of life, workstations, and networking equipment; plan for future needs

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 independently, and with key personnel across multiple departments to build a shared vision for solutions, and must possess the ability to learn new technologies quickly

- Must have a High School diploma
- 3-5 years of technical support experience
- Operating system experience in the following: Windows 7/8x/10, iOS
- Microsoft Office 2010, 2013, 2016, Office 365
- Advances understanding of Active Directory and its role within a network is preferred but not required
- Advances understanding of LAN/WAN connectivity
- Other duties as assigned

WORKING CONDITIONS/PHYSICAL DEMANDS;

While performing the duties of this job, the employee is regularly required to sit, use hands, to talk, and to 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 by this job include close vision.

Qualified applicants should submit the following information in one (1) pdf document via email to: jobs@loc.edu. Please put the job title in the subject line

- Cover Letter stating your academic philosophy and how this position aligns with your future career goals
- Resume or Curriculum Vitae
- Unofficial Transcript of highest educational level completed
- 3 references including contact information

Incomplete applications will not be considered. The final candidate who is extended an offer must successfully complete reference and background checks.

LeMoyne-Owen College offers an attractive benefits package, including health, vision and dental benefits. The College pays for Life Insurance, STD/LTD, and paid time off.

LeMoyne-Owen College is an AA/EEO employer and does not discriminate against students, employees, or applicants for admission or employment on the basis of race, color, religion, creed, national origin, sex, sexual orientation, gender identity/expression, disability, age, status as a protected veteran, genetic information, or any other legally protected class with respect to all employment, programs and activities.

No Phone Calls Please