



Position Title: IT Support Specialist

Reports To: Chief Information Officer

Department: Office of Information Technology

Classification: Full-time, 12-months, Benefits Eligible, Grant Funded, Reappointment based on annual review

POSITION OVERVIEW

The IT Support Specialist will perform all aspects of support related to the daily computing needs of LeMoyne-Owen College faculty, staff, students, and alumni. The support specialist will provide IT 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 Active Directory system. Assist users with problems with connectivity and printing
- Proficiency with Microsoft Intune
- Familiarity with unified computing systems a plus

Exchange Server Support

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

Voice to Phone Network Support

- Experience with voice networks and phones
- Troubleshooting of voicemail setup, passwords, and authentication
- Call management software experience preferred but not required

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
- Other duties as assigned

MINIMUM QUALIFICATIONS

- Must have a High School diploma
- A+ Certification or any technical certification a plus
- 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
- Advanced understanding of Cisco UCM phones and its role within a network is preferred but not required
- Understanding of Canvas LMS Software is preferred but not required

KNOWLEDGE, SKILLS, AND ABILITIES

- 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

WORKING CONDITIONS/PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to sit, stand, use hands to handle, or feel to talk and to hear. The employee, frequently, is required to walk, reach with hands and arms to stoop, kneel, or crouch. The employee must occasionally lift and/or move up to 25 lbs. 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
- Resume
- Unofficial transcript of highest educational level completed (if applicable)
- 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 Solicitations or Phone Calls Please