



Job Title: Sr. Helpdesk Support Technician
Reports To: Helpdesk Manager
Department: Office of Information Technology
Classification: Full-Time, Exempt, 12 months, Benefits Eligible

POSITION OVERVIEW

The Sr. 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 walkups.

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 & change hardware resources if necessary
- Troubleshoot and help install virtual servers

Desktop Support:

- Support of OS, Office, AOD applications
- Hardware troubleshooting
- Printing

- Help manage and monitor Windows 10 or other college student information systems

Networking:

- Intermediate troubleshooting and experience with Cisco, 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

- High School diploma
- 7-10 years of technical support experience
- Operating system experience in the following: Windows 7/8x/10, iOS
- Advanced understanding of LAN/WAN connectivity
- Advanced understanding of Active Directory and its role within a network is preferred, but not required

KNOWLEDGE, SKILLS, AND ABILITIES

- Must have strong troubleshooting and support skills
- Knowledge of Microsoft Office 2016, Office 365, Teams
- Stellar communication and customer service skills
- Must have the technical skills necessary to support, troubleshoot and set up workstations and other equipment
- Must be highly organized and have superior analytical problem-solving abilities
- 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
- 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, 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 mail to: jobs@loc.edu. Please put the job title in the subject line.

- Cover Letter
- Resume or Curriculum Vitae

- 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 Phone Calls Please