

JOB DESCRIPTION

Help Desk Technician—Charlotte Campus

Purpose:

The Help Desk Technician for the Charlotte Campus reports to the Director of Technology Services and is responsible for maintaining the performance of the seminary's technology functions on the Charlotte campus. This includes campus network, software and hardware, Internet and network access, wireless network access and individual hardware and software utilized by faculty, administration, and support staff. The Technician supports classroom technology, and audio and video needs associated with campus and community-wide events, meetings and conferences hosted at the Charlotte campus. The Technician will also provide support for the campus learning management system, Blackboard, and the student information system, SONIS. The technician will be the campus liaison to the suppliers of automated systems of the campus facility, particularly the telephone system, the printer/scanner/copier equipment, building access and alarm systems, and the audio/video systems. The technician will also provide telephone and remote access support for the Richmond campus via the Seminary's Help Desk. **The Seminary's Charlotte campus program is a weekend (Saturday) program and the position requires Saturday work hours for most of the year.**

Responsibilities and Duties:

1. Assist with maintaining the campus network hardware
2. Maintain the proper operation and efficiency of the network and wiring closet on the campus
3. Provide support and maintenance functions for the campus database programs, particularly the student information system and the learning management system.
4. Provide desktop support (hardware and software) for faculty and staff.
5. Provide access assistance for students
6. Provide support for all campus Internet access methods, including the campus high-speed connection and the wi-fi network.
7. Provide support for classroom technology.
8. Assist with technology needs for campus meetings and events.
9. Provide support for the campus VoIP telephone system as well other data, voice, and alarm lines.

Knowledge and Skills:

- At least two years of experience working in a technological background, preferably in an academic setting
- Associate's Degree in information technology from an accredited post-secondary institution.
- Bachelor's Degree in a non-technical area with work experience in a technology setting is also acceptable.
- Should have a diverse technological skill set and proven experience working with a variety of technology
- Neat, organized, and efficient
- Excellent communication skills
- Demonstrated ability and effectiveness assisting users with varied levels of technical expertise
- Critical and analytical thinking skills
- Demonstrated problem solving and trouble-shooting skills
- Works well independently and as part of a small team
- Experience with the following:
 - Microsoft Windows desktop/laptop versions
 - Microsoft Windows Server versions
 - Microsoft Office Products
 - Apple products
 - Cisco networking and security equipment
 - Microsoft Exchange
 - Wireless networks
 - Audio and visual classroom technology
 - VoIP Telephone systems
 - Some data analysis and ad-hoc reporting
 - Database support and maintenance

Working Conditions:

- Normal workweek Tuesday through Saturday
- Weekday evenings occasionally required
- Position is full time non-exempt with benefits

May 2021