



JOB DESCRIPTION

Help Desk Technician-Richmond Campus

Purpose:

The Help Desk Technician-Richmond Campus reports to the Director of Technology Services and is responsible for assisting in maintaining the satisfactory performance of all the seminary's technology functions. The position is based on the Richmond campus, but works as part of a team with IT Director and the Help Desk Technician-Charlotte Campus to support the Seminary's technology: hardware, software, Internet and network access at on-campus and remote sites, wireless network access on the Richmond campus as well as individual hardware and software utilized by faculty, administration, and support staff. In addition, the Technician will assist in supporting classroom technology and facilities and audio and video needs associated with community-wide events and meetings and conferences hosted at the Seminary. The Technician will also provide support for the campus database software programs and the telephone systems including voice, data and security-related telephone lines.

Responsibilities and Duties:

1. Assist with maintaining the Seminary's network of routers, switches, hubs, firewalls and file servers.
2. Maintain the proper operation and efficiency of the server room and network and wiring closets on the Richmond campus
3. Provide support and maintenance functions for the Seminary's database programs, including the e-mail system, the student information systems, the business office system and the learning management system.
4. Provide desktop support (hardware and software) for faculty and staff.
5. Provide support for all Seminary Internet access methods, including the Richmond campus high-speed connection and the dedicated connection to the Charlotte campus.
6. Provide support for classroom technology.
7. Assist with technology needs for campus meetings and events.
8. Provide support for the seminary's VoIP telephone system as well other data, voice, and alarm lines.

Knowledge and Skills:

- At least one year of experience working in a technological background, preferably in an academic setting

- Bachelor's Degree in an information technology field 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
- Problem solving and trouble-shooting
- 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

Working Conditions:

- Normal workweek Monday through Friday
- Some evenings and weekends may be required
- Position is full time non-exempt with benefits