Position: IT Support Specialist
Date: June 2024
FLSA Status: Fulltime, twelve-month, non-exempt position
Work Location: Cottey College, Nevada, MO - **Onsite**
Reports to: Assistant Director of Information Technology

Job Summary: Troubleshoot, diagnose, and resolve computer hardware and software problems. Responsible for managing the IT helpdesk ticketing system. Responsible for the installation, maintenance, and repair of computers, operating system software, application software, and printers. Assist the assistant director with wireless network devices, copper and fiber optic network cable, system utility software, and network infrastructure components. Assist with audio/visual presentation setup and training. Train and assist end-users with Microsoft Office and basic computer issues involving college/department databases.

Duties and Responsibilities

- Primary initial IT support contact for college staff both remote and on-site.
- Diagnose and resolve IT issues, and effectively communicate solutions to both technical and non-technical users.
- Work with assistant director and director to resolve complex technical issues.
- Assist with installation, maintenance, and repair of college IT technology.
- Follow industry best practices, to support highly automated computer hardware, operating system, and application software.
- Work well independently, with others in the department and with end users.
- Create and maintain documentation of projects and processes.
- Assist with presentation setup and user training.
- Adhere to and enforce information security policies.
- Able to lift at least 35 lbs. to install hardware, climb ladders to access ceiling mounted equipment, and crawl underneath desks.
- Manage helpdesk ticketing system.

Knowledge, Skills, and Abilities

- Ability to prioritize tasks while managing multiple projects.
- Knowledge of computer networking diagnostic techniques.
- Knowledge of common computer hardware, Windows operating system, and Microsoft Office application software installation processes.
- Knowledge of computer and Windows operating system maintenance and repair techniques.
- Experience troubleshooting and prioritizing support calls.
- Possess excellent customer support skills.

Credentials and Experience

- 1 year experience supporting Information Technology or equivalent IT training.

OTHER REQUIREMENTS:
- Must pass criminal background record check.
- Must pass reference checks.
- Must be able to work on premises.