

WESTMONT COLLEGE

Technology Support Specialist **Information Technology**

Position Summary:

Assist the Director of User Services to install and maintain personal computer systems, mobile devices, printers and multi-function devices owned by the College. Support for this technology and its software is administered through a Help Desk, a trouble-ticket system, training, and various management and inventory systems.

Experience and Qualifications:

Requires an A.A. degree though a BA/BS degree is strongly preferred; minimum of 3 years work experience troubleshooting and configuring hardware and software in both Windows 10 and MacOS environments; minimum of 1 year user support experience; technical skill which may be verified either by completing an industry-recognized certification, (examples of which include but are not limited to MCD, A+, N+, ACHDT, CCNA, or MCSE) or by completion of an A.A., B.A. or B.S. in Information Technology or Computer Science. Applicant should have a good working knowledge of MS Office, the Google Apps suite, and a strong familiarity with configuring devices for wired and wireless networks. Applicant should have an extensive background with Apple including the iOS mobile computing environment. Must be organized with good oral and written communication skills. Must be willing and able to work alongside and serve your customers/co-workers.

Responsibilities:

1. Administration

- Help train and supervise student workers for their Help Desk and Dorm Rep duties.
- Help produce online training material for the User Services website.
- Help with Student ID Card issuance and Door Access control system.
- Use the trouble reporting system to log and respond to support requests.
- Keep current with industry trends and standards.

2. College owned or leased faculty and staff equipment

- Research, recommend, and advise on new software, computers, mobile devices and peripherals.
- Set up and configure new hardware and software and where needed, migrate user data.
- Maintain current and accurate hardware inventory.
- Install and configure desktop and mobile device software according to IT policies.
- Provide user training on use of Microsoft Office, Google Apps suite, and Egnyte file storage.
- Use existing systems to maintain, patch, protect, and update all software.
- Assist in managing software licensing for the college.
- Maintain hardware: return equipment on warranty, or when appropriate repair/replace if not under warranty.
- Work closely with end users to troubleshoot and resolve computer-related problems.

3. Assist with overall security compliance by all college employees and students

- Maintain the latest end user software updates and patches.

- Ensure staff, faculty and student compliance with best security practices to help keep hardware and software as safe as possible.
- Collaborate closely with Servers and Networks Group to ensure a seamless security posture from desktop to network.
- Assist the Director of User Services in educating College employees and students in safe and secure computing practices.

4. Support faculty, staff, and student equipment

- Were needed, help configure wireless settings on employee and student computers, printers, and mobile devices.
- Help connect faculty and staff personal computers to network and network resources as needed.
- Make licensed software installation available to faculty and staff for home use.

Expectations for workplace demeanor include but are not limited to: working collaboratively and harmoniously with co-workers, customers and others by sharing ideas and resources willingly, constructively and positively; listening to and objectively and respectfully considering the ideas and perspectives of others; readily admitting and correcting personal mistakes; meeting commitments; keeping your supervisor and others who may be affected informed about work progress; addressing problems willingly and constructively to discover practical and lasting solutions acceptable to all parties; working promptly toward reconciliation

Other duties as assigned

Reports to: Director of User Services, Information Technology

10/20