Technology Support Specialist

The Technology Support Specialist is responsible for providing tier-1 and tier-2 technology support to the Alderson Broaddus Community. This position responds to walk-ins, provides phone support, and executes work orders from our ticketing system. Candidate should possess good soft-skills and be capable of expressing technological solutions over the phone or in writing. A great team player, this person will maintain a working relationship with all departments and schools of the University.

Primary Duties, Responsibilities, and Tasks

Serve as IT technical support for Alderson Broaddus University community

PC and network troubleshooting/repair

Inventory, build, and deploy both new and redistributed hardware

Assist with Telecommunication (VoIP) duties

Database Administration for Asset Tracking Database

Assist with technology training workshops for Faculty/Staff and Students

Setup/installation of portable and permanent A/V equipment

Perform functions using Ellucian Colleague Student Information System (SIS)

Required Knowledge, Skills, and Education (including hardware, software, and equipment)

Microsoft Office Products
Microsoft Sharepoint 2010
Google Products
Tablet Devices
Windows Operating Systems
Macintosh Operating Systems
Windows Active Directory

Customer service experience

At least four years working in an Academic or Help Desk setting.

Ability to lift 50 pounds

Candidate must possess excellent interpersonal, communication and organizational skills with the ability to proactively search for ways of enhancing operations and technology while providing improved service.

To apply, please email your cover letter, resume and references to hr@ab.edu.