TECHNICAL SUPPORT SPECIALIST
Information Support Services

POSITION SUMMARY

Reporting to the Director of Technical Services, the Technology Support Specialist is part of the Client Support team which supports and manages the College’s standard client hardware and software systems and provides first and second level end-user support. This position’s primary responsibilities include the troubleshooting and resolution of support calls, configuration of standard hardware and software, maintaining an inventory of maintenance resources, assisting with technology purchases, and supervision and training of student employees. The Technical Support Specialist will work well with the other members of our highly skilled Client Support team.

SUMMARY OF DUTIES, RESPONSIBILITIES AND GOALS

The Technical Support Specialist is responsible for:

- Troubleshooting and effectively resolving support calls for college-owned and supported technologies.
- Automated and manual configuration and installation of computing hardware and software.
- Windows OS configuration, support and management.
- Working with other members of the Client Services team to test, establish, and maintain standard practices, processes, and technical components.
- Maintaining an adequate inventory of standard hardware (computers, monitors, printers) and spare parts to allow efficient resolution of hardware troubleshooting calls.
- Sharing in the management, training and supervision of Student Employees.
- Working with members of the Purchasing team to obtain quotes, approvals, and place orders for technology purchases.
- Working with other ITS staff to advise campus members on technology purchases.
- Writing documentation and knowledge base articles on applications and procedures.
- Backing-up front-line HelpDesk staff.
- Building and maintenance of servers in support of client and/or IT services.
- Providing first-level wiring infrastructure support.
- Configuring and supporting campus telecommunications systems.
- Working with external vendors to provide various campus repairs and services.
- Other duties as assigned.
QUALIFICATIONS

- Undergraduate degree or 5+ years work experience required.
- Experience troubleshooting and deploying IT hardware and software in an enterprise environment.
- Experience in a personal computer support role, preferably in an academic setting and preferably in a multi-platform network (Windows & Mac).
- Windows OS configuration, management and support in an enterprise environment.
- Ability to diagnose and troubleshoot problems with standard college technologies at a high level.
- Must possess knowledge of computing hardware and its related software.
- Must possess solid knowledge of Windows and MacOS operating systems in a networked enterprise environment.
- Ability to communicate well in both written and verbal form.
- Strong customer service orientation.
- Organized with an attention to detail.
- Consistent and diligent in execution of duties.
- Ability to work both independently and as an integral part of a team.
- Energetic and enthusiastic with a great deal of intellectual curiosity.
- Approaches issues from a broad perspective and thinks strategically.
- Independent learner and researcher.
- Flexible, able to respond to unexpected emergencies.
- Executes all tasks in a timely manner.

APPLICATION INSTRUCTIONS

Please submit a resume and cover letter explaining how your qualifications meet the requirements of the position to resumes@oxy.edu.

As a condition of hire for a staff position and for appointment to a faculty position, Occidental College requires that all candidates who have received a conditional offer of employment complete an application form (if they have not already done so) and consent to a background check. Satisfactory completion of a background check, along with pre-employment verifications and references are required as a condition of employment, but only as permitted by federal, state, and local law, including the City of Los Angeles Fair Chance Initiative for Hiring Ordinance.

We will consider for employment all qualified Applicants, including those with Criminal Histories, in a manner consistent with the requirements of applicable state and local laws, including the City of Los Angeles’ Fair Chance Initiative for Hiring Ordinance.

Rev. July 2021