

RESURRECTION UNIVERSITY

NURSING & HEALTH SCIENCES

Open Position: IT Support Specialist (part time)

Part time

Thursdays and Fridays 7:00am – 4:00pm

Saturdays 7:30am – 2:00pm

The primary responsibilities of the IT Support Specialist are to provide end user support to faculty, staff, and students; assist in maintaining hi-tech spaces such as classrooms, event space, etc.; create and maintain Windows images; support various technologies such as Windows, Skype, GoTo Meeting, Sysprep, D2L BrightSpace; and more. This position will share up-to-date knowledge about instructional design for learning that takes place in the online environment; hardware and software across the health care discipline; provide expertise with multimedia and instructional development tools; offer training, prepare user documentation, and provide advanced computing support to faculty, staff, and students. This position provides technical support for hardware and software to meet needs related to instruction and collaborates in the planning of technology-rich labs and classrooms.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Provide IT support to faculty, staff, and students.
2. Assist with setup of new computers, installation of updates, and adding user accounts.
3. Assist with moving computer hardware and basic install of monitors, keyboards, TVs, etc.
4. Assist with basic troubleshooting of technical devices (changing toner, replacing cables, etc.).
5. Assist with managing IT inventory, hardware, and software licenses.
6. Perform general day to day helpdesk services. Respond to inbound tickets, escalate as needed, and follow up with users. Document resolutions in ticketing system and communicate back to end user.
7. Possess knowledge and ability to use Student Records systems, Learning Management systems, or related systems.
8. Expertise in the use of the Windows Active Directory & Group Policy, Windows Operating System and Microsoft Office products; Microsoft Exchange, Office 365, Google Apps/G Suite, Small Business Servers and Wi-Fi, Microsoft Office Suite, Windows 7 and 10.
9. Ability to provide orientations and training for faculty and students on the use of the online classroom and other academic hardware and software, including new versions and enhancements.
10. Must demonstrate superior customer service skills, including responsiveness, excellent written and oral communication skills, and a high degree of patience.
11. Must be able to work independently and handle multiple priorities.
12. Work with vendors to administer and maintain current software in all the academic labs and classrooms.
13. Demonstrate teamwork by working with the other members of the IT staff and other University departments to ensure availability and accuracy of information and services related to the use of academic hardware and software by ResU faculty and students.
14. Acquire knowledge of current technological developments/trends in area of expertise, and demonstrate ability to utilize and support different academic software applications.

15. Integration of materials in compliance with copyright laws, ability to research, and explain options to faculty.

Working knowledge of the University information systems, and Windows, BrightSpace, Goto Meeting, Skype for Business, Microsoft suite, Sysprep, Crestron, Windows IIS Server, Javascript, HTML, CSS.

QUALIFICATIONS

1. Bachelor's degree in computer science, information systems, networking, systems analysis, or IS project management preferred.
2. At least five years of experience that is directly related to the duties and responsibilities specified in an academic environment.
3. Strong organizational and problem-solving skills, and the instinct to pay attention to detail.
4. Ability to effectively interface with all levels of the organization and outside contacts, using a high degree of judgment and discretion.
5. Ability to handle confidential materials and information, maintaining credibility through business relationships.

To Apply: https://recruiting.myapps.paychex.com/appone/MainInfoReq.asp?R_ID=2290032

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