

TECHNOLOGY SPECIALIST
Position Announcement
July 24, 2009

This is a full-time, twelve-month position and includes excellent benefits. Reporting to the Director of Information Technology Services, this person will be responsible for installation and support of faculty, staff, and lab desktop hardware, operating systems, and application software, accomplished both personally and with assistance from student workers.

Duties and Responsibilities:

- 1) Provide technical support and problem-solving for faculty, staff and lab hardware and software. (50%)
- 2) Perform hardware repair, maintenance and upkeep on desktop computers (both PC and Mac) and printers. (10%)
- 3) Setup and configure new computer equipment. (10%)
- 4) Provide individual or group training for clients receiving new hardware or software so they can make maximum use of the tools with a minimal loss in productivity and minimal frustration. (10%)
- 4) Recommend hardware and software solutions to meet the needs of clients. (10%)
- 5) Maintain a current knowledge of the rapidly changing end-user computing environment. (5%)
- 6) Enter appropriate data into the call tracking and inventory databases in a timely manner. (5%)
- 7) Other related duties as assigned.

Supervision:

Definite objectives are set up for the employee by the supervisor and the Technology Analyst, requiring the use of a wide range of procedures. The employee plans and arranges his/her own work in conjunction with the supervisor or the Technology Analyst.

Qualifications:

Requires associates degree or equivalent in computer science or related field with demonstrated competencies in Windows desktop operating systems, Windows Office Suite, various Adobe products and other desktop software products. Prefer experience in Apple and Linux operating systems as well.

Application information:

Send letter of interest, résumé, and contact information for three references electronically to HR@wartburg.edu or by mail to Jane Juchems, Director of Human Resources, Wartburg College, 100 Wartburg Blvd., Waverly, IA 50677. See our website <http://www.wartburg.edu> for further information about the college. Screening begins immediately and continues until position is filled.

***WARTBURG COLLEGE** is a selective liberal arts college of the ELCA, nationally recognized for community engagement. As an affirmative action, equal opportunity institution, Wartburg College actively seeks applications from women and members of ethnic and minority groups.*