

TECHNOLOGY SPECIALIST
Position Announcement
October 10, 2011

This is a full-time, twelve-month position and includes excellent benefits. Reporting to the Assistant Vice President for Information Technology Services, this person will be responsible for implementation and first level support (via Techline) of end-user and lab hardware, operating systems, and application software, including system utilities and end-user auxiliary software products.

Duties and Responsibilities:

- 1) Provide the first level technical support and problem-solving expertise on campus computing device issues for faculty, staff and the computer and lab environments by serving as the primary person responsible for answering the Techline phone. Troubleshoot problems in order of priority and timeliness; interacts with internal specialist(s) and searches various technical resources such as manuals, vendor websites, and technical discussion forums to locate information required to solve a problem. (50%)
- 2) Install, setup and configure all hardware, operating system and application software for client computing devices and other hardware in both the MAC and PC environments for faculty and staff and for all of the computer labs on campus. (25%)
- 3) Based on problems coming through Techline, make recommendations on training, processes, procedures, and communications to improve the customer computing experience and to reduce the number of incoming calls to Techline. (10%)
- 4) Serve as the resident expert on the Techline support tools, including ZenWorks, the ticketing system as well as a good working knowledge of network access control, print management and other administrative support software. (5%)
- 5) Enter appropriate data into the call tracking and inventory databases in a timely manner; ensure that new equipment is added in a timely manner before deployment and that retired equipment is removed from the active list. (5%)
- 6) Maintain a current knowledge of the rapidly changing end-user computing environment through reading trade journals, and attending educational sessions; share technical knowledge with others on the IT staff. (5%)
- 7) Ongoing duties: act in a customer-focused manner; provide service to clients that meet or exceed expectations; continually evaluate processes, looking for ways to eliminate nonessential tasks or improve quality; contribute positively to the team by performing daily work in a professional manner and treating co-workers as clients; make decisions that increase customer satisfaction.
- 8) Perform other related duties as assigned.

Qualifications:

Requires associates degree in computer technology or related field and one year of experience in hardware-software problem resolution; good working knowledge of personal computing hardware and software, particularly LAN support and administration, PC hardware installation and configuration, and experience with a wide variety of software products, including several operating system environments and hardware platforms; also strong analytical and problem-solving skills in order to solve technical problems and to understand the needs and problems of the clients; good interpersonal relation skills in order to consult effectively with faculty and staff.

Prefer BA degree, experience with Novell's ZenWorks and Bradford's network access control.

Application Procedure:

Send letter of interest including a statement regarding qualities you offer within the context of the Wartburg College mission, 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, Iowa 50677-0903. See www.wartburg.edu for further information about the college and the city of Waverly. Screening begins immediately and continues until position is filled.

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