



Position Title: Help Desk Technician

Reports To: System Administrator and VP of Operations

Classification: Non-Exempt

WC Code: 8868

Position Type: Fifth Level Administrator

Major Responsibilities: Is responsible for effective provisioning, installation/configuration, operation and maintenance of systems hardware and software.

Specific Skills, Responsibilities & Duties:

1. Read, understand and comply with the University's mission, the catalog, the University's policies and procedures, the Staff Handbook and Institutional Effectiveness process.
2. Responds to communications (email/voicemail) on a daily basis.
3. Maintain properly functioning computers and lab equipment throughout all FNU campuses.
4. Provides training to staff in the use of different software and networking.
5. Participates in technical research and development to enable continuing innovation within the infrastructure.
6. Ensures that system hardware, operating systems, software systems, and related procedures adhere to organizational values.
7. Responsibilities on these systems include repair, OS Installation, Dell manufacturer phone support and troubleshooting, replacing broken hardware, maintenance, research and development to ensure continual innovation.
8. Will oversee the installation, configuration, testing, debugging, and repair of hardware/software including peripheral equipment.
9. Coordinate major installation work; resolve software and hardware conflicts; install and support special applications software.
10. Test applications and operating software, patches, and fixes; install and configure network peripherals and Antivirus software.
11. Ensure customer service and technical standards are met.
12. Maintain computer and peripherals inventory.
13. Maintain all IT equipment and software including computers, printers, and audiovisual equipment in the offices, labs and libraries.
14. Organize spare parts, computer work area, and keep minimum stock of required repair items and all media.
15. Maintain hardware and keep software inventory up to date and maintain copies of original software handy for daily use as well as keep originals software stored securely.
16. Manage systems backup and restore or recover files when data or software is lost or damaged

17. Use the internet to obtain information, download software, and security patches, etc., as needed to keep all equipment and software up to date
18. Client OS administration
19. Printer administration
20. Troubleshoot system problems
21. Ability to troubleshoot the network and resolve any problems
22. Ability to work on multiple projects and prioritize them to finish them on time.
23. Communicate clearly using electronic means and verbal communication (phone or face to face)
24. Provide exceptional customer service on technical topics to a diverse group of customers with varying degrees of technical knowledge
25. Make effective and independent decisions and prioritize tasks.
26. Knowledge of Microsoft Office Platform
27. Knowledge of Microsoft operating system
28. Participate in the self-studies and committees conducted by the university.
29. Support and participate in University Commencement Ceremonies.
30. Performs other duties as assigned.

Education and Experience:

1. Minimum Associates degree in Computers
2. Minimum of four years of IT experience
3. Employee must have excellent communication skills and be able to work in a team environment
4. Must have server support experience
5. Bilingual a plus (English/Spanish).

Responsibilities sometimes require working evenings/weekends and travel to remote office(s)

Normal work hours are Monday – Friday 12:30 pm to 9:30 pm.

May be required to work morning and weekends as needed.

Note: The use of computers and university resources is limited for school business purpose. Installation of any software is prohibited.

This job description is intended to describe the general nature and level of work being performed by individuals assigned to this position. It is not intended to be construed as an exhaustive list of all tasks, duties, skills and/or responsibilities required for this position in each Campus at all times. Tasks, duties, skills and/or responsibilities may vary from individual to individual, campus to campus and over time, depending upon various factors. These are general guidelines for this job position.

If you are interested in applying for this position, please click on the link below:

https://workforcenow.adp.com/jobs/apply/posting.html?client=fnuedu&jobId=196432&lang=en_US&source=CC3