



## **Employment Opportunities**

### **IT Technical Support Specialist**

The Thiel College Information Technology Division is currently accepting applications for the position of I.T. Technical Support Specialist.

The I.T. Technical Support Specialist provides technical support for the College computer operations by providing hardware repair and software configuration for notebooks, desktops, printers and various other computing devices used by staff, students, and other campus constituents. Assist with student employee supervision and management of the work order system. Determine warranty vs. billable work and keep appropriate records. Assist the A/V Technician with event support as needed. Work with the System Administrator to understand and support the network infrastructure as needed. Other duties as assigned.

Minimum qualifications include a Bachelor's degree in related field or a combination of education and experience working in an Information technology environment, excellent customer service, problem solving and communication skills. Additional qualifications will ideally include knowledge of Windows and Mac OSX operating systems, Windows deployment service, Microsoft deployment toolkit and a working knowledge of help desk systems.

#### Essential Job Functions:

- Maintain the operation of various computer systems for the academic, administrative and student users
- Install, update and patch software
- Configure and repair hardware as necessary
- Provide instruction to individuals and small groups on how to use computers and various software packages
- Maintain documentation on appropriate configuration practices and procedures
- Supervise and train Support Center student workers as needed
- Manage the orders and warranties for Lenovo Products
- Maintain documentation on billable and warranty parts and repairs
- Evaluate, select, image and distribute the new laptops for incoming students
- Maintain an accurate software and hardware inventory
- Provide and maintain reports as required

Candidate must have a strong commitment to serving in an academic environment with a demonstrated ability to work both independently and collaboratively. Candidate must be able to multi-task and maintain confidentiality. Strong written and verbal skills are essential.

Review of applications will begin immediately and continue until the position is filled. Email letter of interest, resume, and at least three professional references to [employment@thiel.edu](mailto:employment@thiel.edu) (preferred), or send materials to: Jennifer Clark, Director of Human Resources, Thiel College, 75 College Avenue, Greenville, PA 16125.

Thiel College is committed to attracting a culturally and professionally diverse faculty and staff who engage our students by providing a rich and fulfilling curricular and co-curricular experience.