Summary

Under the direction of the IT Operations Director and User Services Director, the role of the Information System Technician (primary role) / Help Desk Technician is to manage the University databases for the student and health information systems; support a variety of hardware and software applications; and provide instruction and technical support to University constituents for the Technology Services Helpdesk.

Responsibilities

- Maintains his/her assigned service requests in the Help Desk Ticketing System.
- Provides end-user hardware and/or software support and training when required to all University constituents as directed; troubleshoots as needed.
- Assesses malfunctions of hardware and/or software applications for the purpose of determining appropriate actions to maintain computer, printing, network, and database operations.
- Coordinates the collection and processing of data for the information systems for the purpose of ensuring compliance with state and/or federal reporting requirements.
- Reports and receives technical requests, including supporting “field” and “walk-in” service requests.
- Designs requested reports for the purpose of providing personnel with information customized to their specific needs.
- Sets up new computers including installation of operating system and appropriate software.
- Instructs University constituents for the purpose of ensuring proper and efficient usage of system and notifying users of system changes in a timely manner.
- Provides systems analysis techniques and procedures, including consulting with users to determine hardware, software, or system functional specifications.
- Documents, analyzes, and tests information system applications, based on and related to user or system design specifications.
- Performs maintenance operations daily, weekly and monthly on select servers, SQL databases, and information systems for the purpose of ensuring efficient program operations.
- Prepares written materials for the purpose of documenting activities, providing written reference, and/or conveying information.
- Serves as back-up support for Technology Services Help Desk Technicians.
- Prepares and distributes reports, including but not limited to weekly and monthly status reports to the Vice President for Technology Services/CIO.
- Attends seminars, conferences, in-service training and staff meetings as required.
- Other related duties, as assigned.

Skills

Individual must possess the knowledge and the following skills and abilities or be able to perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

- Proficiency in Microsoft Windows and Microsoft Office applications with an emphasis on database and spreadsheet applications.
- Intermediate knowledge in hardware and networking.
- Beginner experience in Microsoft SQL.
- Ability to provide excellent customer service and public relations outreach.
• Proven ability to effectively manage multiple priorities and meet deadlines.
• Evidence of flexibility and problem-solving skills.
• Demonstrated ability using a life cycle management process for implementation of changes in technology.
• Ability to perform a variety of professional tasks including, but not limited to, technology services representative on various committees or task forces
• Demonstrated ability to excel both independently and as a team member in a lively, collaborative environment.
• Excellent written and verbal communications skills with a demonstrated ability to make difficult concepts easy to understand

**Education/Training**

• High School Diploma or equivalent is required.
• Ability to demonstrate expert knowledge in applicable areas of technology. Certifications such as A+, Server+ or equivalent experience are required.

**Experience**

• 1-2 years of experience with hardware, networking, and information systems.
• Experience in an academic environment is preferred but not required.

**Work Conditions**

• Work is primarily indoors, but requires the incumbent to be in an outdoor environment when traveling between campus buildings, off campus, and to Roseman campuses and facilities located outside campus.
• Performing duties and attending events outside the normally scheduled work hours occasionally occurs and is required.
• Traveling off-campus to a local, state, regional and/or national event, as well as travel to other Roseman campuses or facilities occurs occasionally and is required.
• Incumbent may be exposed to frequent noise caused by telephones, office machines, and nearby oral communications among University personnel and/or students.

**Required Physical Abilities**

• Ability to bend, stoop, reach, stand, move from one area of the building to another on a regular basis, sit and use a computer for a long period of time,
• Manual and physical dexterity needed to operate a computer keyboard and handle paper documents.
• Sufficient near vision acuity to read information appearing on computer display screen, in handwritten forms, and printed on paper,
• Adequate hearing and verbal abilities to communicate effectively in person and by telephone.
• Ability to lift and carry items weighing up to 25 pounds.

*I have read the above position description and have received a copy.*

<table>
<thead>
<tr>
<th>Employee Signature</th>
<th>Date</th>
</tr>
</thead>
</table>