

Edison State Community College invites qualified candidates to apply for the full-time position of IT Client Support Specialist. The IT Client Support Specialist coordinates and assists in maintaining personal computers and laptops, instructional equipment, audio-visual equipment and peripherals on campus; troubleshoots/repairs PC hardware; installs software; assembles and disassembles lab set-ups and instructional equipment; configures and installs new PC's and peripherals. Communication with consumers for ensure proper IT/AV configurations. Assists faculty, staff, and students with hardware and software.

To be considered candidates should include cover letter, resume, transcripts, and three professional references when completing their online application.

Edison State Community College is an EOE/AA Employer

Examples of Duties

- Communication with internal and external consumers to ensure proper configuration of all IT and AV requests.
- Recognize the need for new and replacement computer and audio visual equipment, and determine and recommend the best possible equipment for the current and future needs of the college environment.
- Communicate and coordinate solutions to all concerns and necessities to meet all requests with IT Client Support Specialist.
- Set up, install, maintain, repair, and test hardware and software in labs, classrooms, and offices.
- Set up and tear down computer equipment and peripherals for special events.
- Provide timely response to work orders/trouble tickets from computer users. Assure thorough communication of the status of service orders and projects to the end users and the originators of service requests.
- Troubleshoot and resolve problems related to computing platforms.
- Perform preventative maintenance on client hardware and software.
- Prepare reports as requested by the Chief Information Officer concerning special projects, software licenses, classroom and lab schedules and the general status of hardware and software.
- Maintain inventory tracking of end user equipment.
- Maintain current knowledge and techniques appropriate to computer practices and procedures. Regularly read and review appropriate literature, attend workshops, seminars, and training sessions as prescribed by the Chief Information Officer and Director of Client Services as well as participate in college sponsored professional development activities.
- Provide support for remote campuses and users.
- Assist users with account issues including but not limited to password resets, Wi-Fi and login concerns.
- Review security concerns of hardware, such as virus protection and software updates.
- Provide appropriate support to other areas of IT.
- Other duties as assigned.

Qualifications

Required Knowledge, Skills, and Personal Qualifications:

- Knowledge of computer hardware standards and functionality.
- Knowledge of computer software and its compatibility with operating systems, networks and other software, as well as the hardware requirements of each application.
- Knowledge of computer-connected instructional equipment.
- Knowledge of troubleshooting techniques that brings rapid restoration to full capability of impacted equipment.
- Possess quality customer service in daily routines.
- Ability to work professionally and collegially with a diverse group of college constituents.

Required Experience:

Two to five years of experience in supporting, repairing, and maintaining personal computer hardware, peripheral equipment, and software in an academic, industrial, or business setting.

Required Educational Background:

Associate's Degree or equivalent experience in Information Technology or related field. Bachelor's Degree preferred.

A+ Certification preferred.

Microsoft Certifications preferred.

Supplemental Information

Supervises following staff:

None