Position: Technician, Desktop/Workgroup Services  
Department: Office of Information Technology  
Reports to: Associate Director of IT, Networking and Ops

**Scope of Responsibilities:** Provide hardware, software, network, and telephony problem resolution for the campus community.

**General Responsibilities:** End user support. Desktop and workgroup hardware and software problem resolution. Act as technical resource for student assistants. Data and voice network connectivity issues. Assist with network and telephone moves, adds and changes. Insure that classroom/instructional technology is adequate and functional. Equipment purchases, set up and installs. Purchase equipment as directed, track order status, tag for asset management. Install equipment at user sites as needed. Process and track returns as needed. Collaborate and assist with department wide system security and software licensing activities. Conduct user training consistent with departmental philosophy and goals. Collaborate on daily operations with other OIT staff members and contribute to departmental long range planning efforts. Perform other departmental assistance as directed by supervisor.

**Minimum Qualifications:** Bachelors degree in Computer Science, Business or related field or an equivalent combination of experience, education and/or training. One to two years experience of PC hardware and software maintenance/support. Detailed knowledge of Microsoft Windows platform and MS-Office suite. Demonstrated ability to handle all communications in a professional and tactful manner. Ability to work well with end users. Strong Christian faith and commitment.

**Preferred Qualifications:** Three to five years experience of PC hardware and software maintenance, support, and purchasing. Working knowledge of enterprise desktop management tools (SCCM). Knowledge of media design concepts. Experience with cloud-based environment, applications, and management tools.

**Status:** Full Time, Non-Exempt

A completed employment application must be submitted in order to be considered for employment. Applications are available in the Human Resource Office or can be downloaded at [www.grace.edu](http://www.grace.edu).

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