Job Posting

GRACE
COLLEGE &
SEMINARY

Position	Department	Reports to
IT Services Technician	Office of Information Technology (OIT)	Associate Director, OIT/Networking & Operations

Grace College and Seminary welcomes diversity, and makes employment opportunities available to all applicants and employees without regard to race, color, pregnancy, age, ancestry, national origin, disability, citizenship status, military status, genetic information, or any other legally protected category.

Scope of Responsibilities:

Provide hardware, software, network, and telephony problem resolution for the campus community as well as assist in network implementation and information security tasks.

General Responsibilities:
1. End user support.
    A. Hardware and software problem resolution.
    B. New equipment set up and installs.
    C. Act as technical resource for student assistants.
    D. Assist with classroom technology as needed.
    E. Assist with network and telephone moves adds and changes
2. Network maintenance and troubleshooting
    A. Install and/or maintain physical connections to users.
    B. Assist with cabling and infrastructure projects that are not outsourced.
    C. Troubleshoot data and voice network connectivity issues.
3. Information security
    A. Assist with network and endpoint security design recommendations
    B. Schedule and perform systems scanning and remediation efforts
4. Collaborate on daily operations with other OIT staff members and contribute to departmental long range planning efforts.
5. Conduct user training consistent with departmental philosophy and goals.
6. Perform other departmental assistance as directed by supervisor.

Qualifications:

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

Preferred:
1. Three to five years' experience of PC hardware and software maintenance/support.
2. Knowledge of structured wiring concepts

A completed employment application, resume, 2 employment references and a spiritual life reference must be submitted in order to be considered for employment. Applications are available in the Human Resource Office or can be downloaded at http://www.grace.edu, Employment. Applications are submitted by email to employment@grace.edu.

Status: Full Time; Non-Exempt   Posted: 3-11-2019