IT Analyst

JOB DESCRIPTION

Department

Institutional Technology

Summary

This position will work closely with the Technology Director in providing technology support for Faculty and Staff at Phillips Theological Seminary. Support needs will range from managing a ticket queue of desktop support needs to supporting AV technology for 3rd party events. A typical day will involve arriving on location and working through the ticket queue of any pressing needs before shifting to ongoing projects like a desktop refresh or classroom technology rebuild. Work outside of regular business hours will be necessary under special circumstances to complete ongoing projects, provide support for evening classes or support after hours events.

Essential Duties and Responsibilities

1. Install and configure desktop hardware and software on both Windows and MacOS platforms.
2. Support A/V technology across a range of classrooms and conference rooms.
3. Test and evaluate new technology options for campus
4. Troubleshoot a wide range of technical issues across hardware and software platforms.
5. Setup new user accounts and assign proper permissions.
6. Effectively communicate information technology policy to faculty and staff with a range of technical expertise.
7. Ability to assess priority of needs and address problems in an appropriate manner
8. Other duties as assigned in relation to supporting institutional technology

Qualifications

Knowledge and Abilities

1. Windows 10/11 and MacOS Desktop Operating Systems
2. Basic Networking Knowledge: IP Addresses, DHCP, DNS, VLANs
3. Familiarity with AV conferencing technology for asynchronous learning
4. Experience working within a Higher Education setting.
5. Disassembling and replacing components of computer systems
6. Structured Cabling
7. Excellent written and oral communication skills
8. Ability to read and comprehend technical documentation
9. Ability to effectively present information to students, faculty/staff, management, and/or

board of directors.

10. Ability to lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. The employee must be able to lift moderate loads chest high and occasionally higher.

Education

1. Associates Degree or 2-5 years of experience in a similar role
2. CompTIA A+ and Network + certifications optional

Signature:

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee_____ Date_____