

Helpdesk & Support Technician, Computer Lab Manager

College of Saint Mary

College of Saint Mary is seeking a Helpdesk & Support Technician, Computer Lab Manager. As Helpdesk & Support Technician, Computer Lab Manager this individual will manage instructional computer labs and provides day-to-day administration of campus systems. This individual will provide support of computer hardware and software for the college, including faculty, staff, and students.

Primary Job Responsibilities:

- Provide general technical support for the College of Saint Mary employees, including set up of staff and faculty computers, and software installation.
- Installs and maintains classroom and desktop software and hardware and maintains equipment (computers, printers, scanners, projectors, etc.).
- Research, evaluate, and install software and hardware as requested by Vice President of Institutional Technology.
- Manages academic computer labs. Maintains supplies for computer labs. Creates and monitors lab policies, usage, and procedures. Assists students in the computer labs with Microsoft Office applications as well as Microsoft Windows. Will assist students with other applications when possible or refer student to class instructor.
- Maintains hardware and software inventory.
- Builds and maintains hard disk images to be used on campus computers (includes software selection).
- Responsible for training, scheduling, and supervising the student Computer Lab Assistants to manage the campus computer labs on a daily basis. Assists in interviewing and selecting Computer Lab Assistants.
- Provides Audio/Video support to college community and responds to day-to-day inquiries.
- Manages campus Help Desk and responds to support requests.

Qualifications:

- Associate Degree in Computer Technology or related study.
- At least three years of experience in information systems is required.
- Experience with computer hardware maintenance and software applications is required.
- Experience with managing or supervising employees desirable.
- Knowledge of hardware and software support tools and techniques.
- Ability to exercise important human relations skills in establishing and maintaining effective working relations with the college community.
- Ability to communicate effectively, both orally and in writing.
- Must be able to lift and move heavy objects as needed.

Salary and Benefits:

The salary range is \$33,500 - \$37,200.

College of Saint Mary offers a wide array of benefits, including medical and dental coverage for you and your family, life Insurance and disability programs, flexible spending accounts, 403b, tuition remission programs for dependent children at College of Saint Mary and tuition exchange programs with participating institutions.

About Omaha:

College of Saint Mary is located centrally in Omaha, the largest city in Nebraska. A growing city with metropolitan area population of 850,000 set among the rolling hills of the Missouri River Valley, Omaha is the home of five Fortune 500 companies, a world-class zoo, professional and semi-professional sports teams, and a nationally recognized community theater, ballet, and symphony.

Application:

If interested, please apply using the following link. **Please put your resume, letter of interest, names and contact information for three professional references, including a minimum of one supervisor, in one document before you apply. When the system asks you to attach a resume please attach the document that contains all of the above information. The system allows only one attachment.**

<https://home.eease.adp.com/recruit/?id=8939991>

College of Saint Mary is a Catholic university dedicated to the education of women in an environment that calls forth potential and fosters leadership. The University is an equal employment opportunity employer and does not discriminate against employees or job applicants on the basis of race, religion, color, sex, age, national origin, disability, veteran status, marital status, or any other status or condition protected by applicable laws, except where a bona fide occupational qualification applies.