



College of Saint Mary strives to create a safe, inclusive educational environment where every person's worth and dignity is valued and nurtured. Applicants representing diverse backgrounds and experiences are highly encouraged to apply.

## **IT Support Specialist**

As a member of the IT Help Desk for College of Saint Mary, this position provides support of computer hardware and software for the college, including faculty, staff, and students. Must excel in a fast-paced, agile environment where critical thinking and strong problem-solving skills are required for success. We are looking for a dynamic individual capable of quickly assessing customer needs and assigning appropriate remedies.

### **Essential Functions**

- Provide both in-person and over-the-phone remote support for faculty, staff, and students.
- Monitors campus Help Desk ticket system and responds to support requests.
- Provide a high level of customer service in a fast-paced environment.
- Imaging and deployment of new computer equipment.
- Provides support for classroom and office technologies and equipment (computers, software, printers, scanners, projectors, etc.).

### **Knowledge, Skills and Abilities**

- Primary requisite is a friendly personality with excellent communications skills (verbal, listening, and written) in both technical and non-technical settings.
- Experience with Microsoft operating systems and applications, including MS Office.
- Experience with Microsoft Active Directory.
- Knowledge of PC hardware and software support tools and techniques.
- Experience in help desk support preferred.
- Knowledge of networking, internet, and computer science technology is preferred
- Knowledge of Office 365 preferred.
- Knowledge of Mitel IP Phone support is a plus.
- General knowledge of audio/video troubleshooting.
- Ability to train and teach others in use of software.

### **Education and Experience**

- Required: High School diploma. Experience in computer support.
- Preferred: Associate degree in Computer Technology. 3 years of experience in computer support. Experience with computer hardware maintenance and software applications.

### **Application**

Please apply using the following link. Please have a resume, cover letter and contact information for three professional references, including one supervisor, ready to upload during the application process. The interview process will include a hands-on skills evaluation.

[Application: IT Support Specialist](#)

*College of Saint Mary is a Catholic university providing access to education for 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, sexual orientation, gender identity, pregnancy, 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.*