

C O L L E G E O F SAINT MARY

IT Help Desk Support Specialist

Join Our Information Technology Team at College of Saint Mary

At College of Saint Mary, student success is at the heart of everything we do, and we seek an IT Help Desk Support Specialist to provide responsive, reliable technology support for faculty, staff, and students.

Are You Someone Who:

- Enjoys helping people and providing excellent end-user support
- Takes an inquisitive, resourceful approach to solving technical problems
- Communicates clearly with both technical and non-technical audiences
- Stays organized while managing multiple requests and priorities
- Works well in a collaborative, service-driven environment

Does Your Education and Experience Include:

- An associate's degree in computer science
- At least two years of help desk support experience
- Strong knowledge of Windows 10 and Windows 11
- Help desk ticketing system experience preferred

What You'll Do

Technical Support

- Provide general technical support for College of Saint Mary faculty, staff, and students
- Respond to day-to-day questions and document interactions in the help desk system
- Research and communicate technical malfunctions as they arise

Campus Technology Support

- Install and maintain various technology setups and equipment across campus
- Provide audio/visual support to the campus community
- Work with vendors to repair or replace equipment, and perform repairs on campus technology when needed

Documentation and Communication

- Create and update knowledge base documentation
- Help ensure support information is accurate, accessible, and useful for the campus community

Why CSM?

- Mission-driven work. You'll be part of a team united by a genuine commitment to serving students and the broader community.
- Great benefits. Full-time employees are eligible for health insurance, paid time off, tuition remission, a 403(b) with employer match, employee wellness time, and more.

Application

Please have a resume, cover letter, and contact information for three professional references, including one supervisor, ready to upload during the application process.

Please apply using the following link: [IT Help Desk 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.