WINTHROP UNIVERSITY

NOTICE OF JOB VACANCY

November 3, 2015

POSITION: TECHNOLOGY SERVICES TECHNICIAN (INFORMATION TECHNOLOGY)  
(Class Code AJ20|Systems Support Technician)

STARTING $31,805 per year; actual salary will be commensurate with qualifications

VACANCY: 201527

Minimum Training and Experience:
Bachelor's degree; or an associate's degree in an IT related field; or high school diploma and two years of experience installing and supporting hardware and software required.

Knowledge, Skills and Abilities:
Excellent problem-solving and customer service skills, as well as thorough knowledge of PC hardware, software and network connections. Detailed understanding of telecommunications theory and practice. Interpersonal and organizational abilities. Ability to follow instructions of a highly technical nature. Ability to establish and maintain effective working relationships with co-workers, faculty, staff and students. Ability to handle highly sensitive and confidential information. CompTIA, Apple and/or Microsoft certifications desired.

Major Duties:
Reporting to the Associate Director of Technology Services, the Technology Services Technician provides technical and infrastructure support to faculty, staff and student users as assigned. Installs, configures and maintains desktop and laptop PCs (Windows and Mac) and other devices such as printers, tablets, etc. Installs, configures and upgrades application and Operating System software. Installs, configures and maintains voice, data, and video equipment. Installs, terminates and tests cabling as necessary. Uses industry standard diagnostic tools to aid in identifying, troubleshooting and repairing hardware, software, network and telephony connectivity issues. Coordinates internal component repairs or replacement with third party suppliers such as Dell or Apple as needed. Escalates when necessary per established escalation procedures. Relocates equipment as requested by users or as dictated by hardware rotation guidelines. Removes old equipment and performs data migration to new machines as necessary in accordance with information security policies and procedures that relate to data protection and data destruction. Assists users by teaching them how to effectively utilize hardware and software to accomplish tasks related to their job duties. Answers “how to” questions. Provides information and recommendations on upgrades. Performs other related duties as required.

To apply, access www.jobs.sc.gov to submit an on-line application no later than November 16, 2015

Winthrop University is an Equal Opportunity / Affirmative Action employer and does not discriminate against any individual or group of individuals on the basis of age, color, disability, gender, national origin, race, religion, sexual orientation, gender identity, or veteran status. Women, minorities, and persons with disabilities are encouraged to apply. This contractor and subcontractor shall abide by the requirements of 41 CFR 60-300.5(a) and 60-741.5(a). These regulations prohibit discrimination against qualified individuals on the basis of protected veteran status or disability, and require affirmative action by covered prime contractors and subcontractors to employ and advance in employment qualified protected veterans and individuals with disabilities.