Title: Client Services Technology Specialist

Function:
Under the supervision of the Director of Client Services/Helpdesk, works as a member of the Client Services / Helpdesk team as part of the Center for Technology Services (CTS) department to provide advanced support for all software and hardware related problems and questions including Windows and Mac desktops and laptops, Windows, Android and iOS devices and related peripherals.

Description of Duties and Tasks:

1. Provides phone and in-person advanced technical support to faculty and staff for all campus-owned desktops and laptops (Windows & Mac), tablets, smartphones, printers, copiers, and related software and peripherals.

2. Responds to requests entered in the helpdesk service ticketing system, which are assigned to the Client Services group, in a timely manner and according to the SLA’s.

3. Responsible for performing repairs of computer and technology equipment both on-site and in the CTS Client Services office and for transporting equipment to repair locations as necessary. This includes maintaining an inventory of spare parts to facilitate the repairs as needed. In addition, provides scheduled or impromptu training sessions with faculty & staff as required to resolve issues, achieve higher efficiency and prevent similar service issues in the future.

4. Designs, implements and maintains the approximately 100 computers (Windows & Mac) in our various computers labs including interfacing with faculty and staff who use the lab to ensure the proper software is loaded and working as needed by various classes as well as ensuring computers are functioning properly for day to day use. This includes installing and maintaining imaging software and servers to maintain the computer labs as well as being familiar with the wide variety of software used by the campus community on the computer lab systems.

5. Designs, implements and maintains campus computer kiosks, ensuring they are all running appropriately for campus and visitor use.

6. Installs and maintains the campus license servers for various software applications used around campus including, but not limited to, KeyServer, BibleWorks, Adobe Audition, MATLAB, KeyCreator, AutoCAD, and SPSS.
7. Maintains an image library for re-deploying new systems on campus to new users after the system has been wiped as well as a factory image for the system when it is wiped to sell or donate.

8. Administers campus printers, copiers and print management server.

Additional Responsibilities:

1. Acquires, maintains and expands working knowledge of campus computers, printers, copiers, handheld devices, approved software, operating systems and network services.

2. Is responsible for maintaining the computer inventory database for the campus to allow for the proper distribution of new and replacement equipment as needed as well as tracking location and use of existing equipment. In addition, is responsible for overseeing the reuse and end of useful life issues related to technology equipment around campus.

3. Provides coverage of the CTS helpdesk during times student help is not available; this includes answering the phone, logging e-mails, helping walk-ins and providing first level support to all requests (shared with other full-time staff in main CET office).

Required Knowledge, Skills and Abilities:
In order to fully perform the above functions, the incumbent must possess the following knowledge, skills and abilities, or demonstrate that the major responsibilities of the job can be accomplished, with or without reasonable accommodation, using some combination of skills and abilities.

1. Must profess faith in Jesus Christ as Lord; must accept Gordon’s Statement of Faith; must practice Christian values in daily interactions with students, faculty, staff, and the public as outlined by Gordon’s Statement of Life and Conduct; and must work to advance Gordon’s mission through this position.

2. Demonstrated technical aptitude and expertise, service orientation, excellent communication skills, teaching ability and problem solving skills.

3. Ability and willingness to obtain training and/or certification on supported technology software and hardware as necessary.

4. Advanced technical knowledge of the Windows and Macintosh operating systems, iOS and Android based devices and printer and copier equipment and the ability to evaluate support needs and resolve or re-direct service calls as necessary.

5. At least three years of experience working in a technical support environment or equivalent is expected.

6. A bachelor’s degree is expected.
Position Code: CTS-TECSPC-1
Grade: 4
FLSA Status: Non-exempt