Gordon College

Position Description

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 computer software and hardware related problems and questions with a particular focus on Mac-related support including Mac management, and end user mac-based computer, iOS and peripheral devices.

Description of Duties and Tasks:

1. Acts as primary, top-level support on all mac-related management and support, including:
   a. Overseeing hardware/software troubleshooting and repair for all Gordon owned Apple-based products
   b. Responsible for administration of the Casper suite to centrally manage all Gordon-owned Apple devices.
   c. Training of student technical staff and full-time staff in all areas of Mac management, support and troubleshooting.
   d. Determining standards and recommended hardware for all Apple purchases campus-wide
   e. Coordinates and cross-trains with the Network Systems team to ensure all device management policies are applied consistently across Apple and non-Apple platforms.

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. Serves as the backup to the Client Services Technology Specialist focused on Windows support, as needed.

5. Works with the Network Systems Group (NSG) as needed to report and resolve issues related to servers affecting Apple users.
6. Designs, implements and maintains the Apple-based 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.

Additional Responsibilities:

1. 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.

2. 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. Strong Technical aptitude and problem solving skills

3. Excellent interpersonal and communication skills as well as service orientation

4. Advanced knowledge of Mac-based software, hardware and servers

5. Prior experience (or quick aptitude to learn) Apple management via Casper Suite

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

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

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