

## IT Help Desk Specialist Information Technology

North Central State College is accepting resumes for a full-time IT Help Desk Specialist in Information Technology.

*Essential duties/responsibilities include but are not limited to the following:*

### Customer Service and Technical Support

- Serve as initial point of contact for campus IT service requests via phone, chat, Zoom, email, in person, remote access/support, and ticket tracking system (Kace)
- Provide tier 1 support for PC hardware, software, telecom, academic technology, printing, account issues & password resets, etc. Escalate complex problems to appropriate IT staff
- Support all end user PC's/Laptops, printers, peripherals, A/V hardware/software, academic technology, etc.
- Assist with set up and take down of equipment for IT/AV needs as requested. i.e. PC's/laptops, projectors, audio systems, document cameras, TV's, DVD players, etc.
- Provide training to end users on student, administrative & academic IT systems
- Communicate with computing professionals and managers regarding support services
- Resolve telephone service requests & open tickets for all major phone repairs to service provider and follow up to ensure problem is repaired/resolved
- Set up voice mail boxes, and update auto attendant
- Manage laptop loan program
- Other duties as assigned

### Administrative

- Maintain Help Desk Website and ensure support information relating to all systems, solutions, and applications is current and correct
- Create/maintain step by step tutorials for a broad portfolio of applications
- Manage/maintain ticket tracking system (Kace)
  - log, monitor progress, note problem resolution
  - establish/maintain/schedule regular computer, software, e-mail, telephone, voicemail account issues including moves, adds, changes with system passwords/user ID's
  - keep appropriate record/paperwork of service requests
  - coordinate in-house equipment repair process/paperwork
- Determine event presentation needs and coordinate setup of required IT/AV systems
- Provide service & support status reports on incidents, projects, and service requests to IT Director
- Other duties as assigned

### Misc. Support

- Occasional project work to assist with refresh, continuous improvement, and new initiatives for college wide IT systems and solutions and PC/Laptop setup/deployment/repair, etc.
- Other tasks & duties as assigned and required

### **Required Qualifications:**

**Education:** Associate's degree in Computer Science or related field

**Experience:** Two years' experience providing technical support

Please express your interest in this position by submitting a letter of application and resume to:

[www.ncstatecollege.edu](http://www.ncstatecollege.edu), Click on *Jobs* then [jobs@ncstatecollege.edu](mailto:jobs@ncstatecollege.edu)

or send to

**NORTH CENTRAL STATE COLLEGE**

Attention: Human Resources

2441 Kenwood Circle, Mansfield, OH 44906

Resumes will be reviewed beginning 10/17/22 and until filled

*North Central State College is an Equal Employment Opportunity institution. We value campus diversity and demonstrate this in campus initiatives. We particularly encourage members of historically under-represented groups to apply.*