IT SUPPORT SPECIALIST I

Department: Information Technology

Reports To: Assistant Director of Information Technology, Support Services

Position Summary:
The IT Support Specialist provides Tier 1 support for all campus technology systems and platforms including deployment, maintenance, troubleshooting, and repair of campus computers, phones, AV room equipment and related software and systems. This may also include basic network troubleshooting and repair as it relates to these areas.

Essential Responsibilities:
- Create and respond to IT Service Desk support tickets
- Provide walk-in and telephone technical support as needed
- Provide Tier 1 support for all campus technology systems and platforms
- Install, maintain, and troubleshoot campus computers, computer software, phones, printers, networking, and related software and systems
- Assist students, faculty, and staff with basic connection and operation of computer equipment and software.
- Troubleshoot and resolve issues with AV room equipment
- Help manage and work alongside student technicians as needed
- Document work in a thorough and coherent manner
- Clear verbal and written skills to communicate with technical and non-technical personnel regarding technology usage and issues.
- Maintain and increase knowledge in subject areas through online resources, vendor tech support, and training opportunities when available.

Essential Qualifications:
- Bachelor's Degree preferred
- Proficient with current Microsoft Windows operating systems and Microsoft Office applications
- Experience with current Mac OS operating systems
- Experience with a variety of desktop software applications
- Developed troubleshooting skills and ability to analyze new issues
- Ability to prioritize and keep track of multiple open issues while following them through to resolution in a timely manner
- Ability and interest in learning new things "on the job" without formal training
- Personal commitment to North Park's mission of Christian higher education

Other Desirable Qualifications:
- Experience with network configuration and troubleshooting
- Experience with Microsoft Teams and OneDrive
- Experience with AV equipment

Effective Date: July 2022

NOTE: Nothing in this job description restricts the supervisor's right to assign or reassign duties and responsibilities to this job at any time.