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.

Work Schedule: This position is fully onsite and does not include remote work days.

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

Highlighted Benefits:
• Medical, dental, and vision benefits.
• Paid time off, sick time, holidays, typically closing the week between Christmas and New Year’s Day.
• Matching retirement plan up to 10%, based on service years
• Tuition benefits for employees and dependents
• Access to Helwig Recreational Center
• Commuter benefits offered
• On-campus dining with reduced faculty and staff price, during academic year

COVID 19 considerations: Vaccines are not required for employees. We are a mask friendly and mask optional environment.

Diversity Statement: Founded in 1891, North Park University is a Christian university affiliated with the Evangelical Covenant Church of over 3,200 students from around the country and world. Located for over 125 years on the land of the Miami and Potawatomi tribes in what is today Chicago’s northside, NPU has recently been designated a Hispanic Serving Institution and is committed to serving diverse populations. Elevating North Park University’s core distinctives of Christian, city-centered, and intercultural, NPU values diversity among its faculty and is committed to building a racially and culturally diverse intellectual community, and strongly encourages the nomination and candidacies of persons who are Black, Indigenous, People of Color regardless of gender.

Required Background Check: Employment at North Park University is contingent on passing a background check. Only final candidates who are extended an offer of employment will undergo a background check.

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