



IT Support Specialist

Wofford College invites applications for an IT support specialist. The IT support specialist is a professional member of the Wofford College Information Technology Services (ITS) staff, reporting to the IT help center director. This position is responsible for resolving information technology incidents and fulfilling requests. The IT support specialist is devoted to all aspects of computer setup, installation, troubleshooting, service, upgrades and maintenance while providing great troubleshooting abilities, customer service and attention to detail.

The IT support specialist is a full-time, non-exempt position. The IT support specialist works independently and in collaboration with others to respond to student, faculty and staff requests for help with the college's information technology services.

The IT support specialist serves as a subject matter expert in a wide variety of areas. The IT support specialist must have a thorough knowledge of computer hardware and a variety of applications, networks and operating systems. The ideal candidate will provide on-site support daily while maintaining and supporting general requests and break/fix technology related issues in a timely manner.

Hours of work performance are approximately 40 hours per week. Depending on activities and system needs, evening and weekend hours may be required at times. Otherwise, the normal work schedule is 8 a.m. to 5 p.m. Monday through Friday.

RESPONSIBILITIES:

- 50% Responsible for ensuring incidents and service requests are researched, answered and resolved in accordance with the IT Service Catalog.
- Provides Level 1 on-site setup, repair and support for hardware, software, peripheral devices, presentation equipment and other technology initiatives.
 - Promotes friendly, courteous and professional service. Follows IT service management best practices to deliver superior customer service.
 - Sets up computers and necessary peripheral devices (printers, scanners, etc.)
 - Deployment, support and troubleshooting of PC based Applications. This includes, but is not limited to, Microsoft Windows, Microsoft Office and internal applications. Deployment, support and troubleshooting of wireless devices. Set up and upgrade computers running Windows 10 operating systems. Provide technical guidance in supporting Apple Devices. JAMF experience preferred.
 - Working knowledge of common applications: email (Gmail), desktop publishing (Microsoft Office), web browsers (Safari, Chrome, etc.).
 - Responsible for answering phone/emails, efficiently working and resolving issues, escalating appropriate issues to resolve client problems in a timely manner and following up on issues to ensure timely resolution.
 - Perform troubleshooting to diagnose and resolve problems (repair or replace parts, etc.)
- 30% Determine clients' technical needs and recommend appropriate solutions.
- Install and configure appropriate software and hardware according to specifications.
 - Check computer hardware to ensure appropriate functionality.

- Implement, organize and schedule upgrades and maintenance without deterring others from completing their work.

20% Performs other tasks, duties, projects as required and/or as assigned in contributing to the success of the college.

- Ensures the college's information technology equipment inventory is accurate and up to date.
- Participates and performs other duties/activities as assigned.

SKILLSETS:

The IT support specialist works both independently and, at times, in teams. The IT support Specialist will have a varied combination of the following:

- A thorough knowledge of computer hardware and a variety of software applications, networks and operating systems, and ability to learn new information technology skills and concepts.
- Strong customer service, communicate effectively, and project a positive attitude.
- Demonstrated ability to be tactful, discreet and diplomatic, and able to deal with confidential information.
- Demonstrated commitment to work within a diverse environment and interact openly with individuals of different backgrounds.
- At times will be required to work under usual office conditions including occasional lifting and carrying up to 20 pounds, occasional stooping and kneeling, and occasional crouching and crawling.
- At times, will be required to work evenings/weekends as needed.
- Effective organizational and time-management skills to prioritize tasks and follow through on duties timely.

This position works with confidential information and will be subject to the colleges' confidentiality policies. The IT support specialist is expected to be action oriented, able to deal with ambiguity and flexible/receptive to change. Information technology services is committed to quality customer service. The IT support specialist will have functional/technical skills, excellent communication skills and respect diversity. Time management, personal development and a commitment to sustainability will prove valuable to be successful in this role.

APPLICATION:

Application materials must be submitted electronically to ITSupport@wofford.edu with the subject line "IT Support Specialist Position." Application materials include: (1) a letter of application explaining how you meet the qualifications for this position, (2) a current resume and (3) names and contact information for three professional references. For assured consideration, application materials must be received no later than midnight on October 31, 2021.

EEO STATEMENT:

Wofford College values diversity within our students, faculty and staff, and strives to recruit, develop and retain the most talented people. Wofford College does not discriminate in employment on the bases of race, color, creed, religion, sex, sexual orientation, transgender status, gender identity, age, national origin, disability, veteran status or any other legally protected status in accordance with applicable federal, state and/or local laws.

It is the policy of Wofford College to provide reasonable accommodations for qualified individuals with disabilities for employment. If you require any accommodations to participate in any part of the hiring process, please contact HumanResources@Wofford.edu.

TITLE IX COMPLIANCE:

Wofford College is committed to providing an educational and work environment, including programs and activities, that is free from discrimination, harassment and retaliation. In compliance with Title IX of the Education Amendments of 1972, Wofford College does not discriminate against any employee, applicant for employment, student or applicant for admission on the basis of sex.

Inquiries related to the application of Title IX at Wofford College can be made as follows:

Wofford College

Matthew Hammett
Director for Civil Rights, Title IX Compliance and Student Risk Assessment
Title IX Coordinator
429 North Church Street
Snyder House
Spartanburg, SC 29303
864-597-4048
hammettmk@wofford.edu

External Inquiry

Office for Civil Rights (OCR)
U.S. Department of Education
400 Maryland Avenue SW
Washington, D.C. 20202-1100
800-421-3481
OCR@ed.gov
<https://www.ed.gov/ocr>

DISCRIMINATION, HARASSMENT AND TITLE IX REPORTING:

Individuals who experience harassment or discrimination on the basis of their membership, or perceived membership, in a protected class are encouraged to contact Wofford's Title IX coordinator via email, phone or mail at any time or in person during normal business hours. The Title IX coordinator can assist individuals in making a report or formal complaint, connecting with campus and community resources, and accessing support with academics, housing and/or employment.

Individuals may also submit a report through the online Discrimination and Harassment Reporting Form. Reports can be submitted anonymously, but anonymous reports may limit the college's ability to address reports.

All reports will be reviewed and addressed using Wofford's Nondiscrimination and Anti-Harassment Policy and Procedures.