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.

ABOUT WOFFORD COLLEGE:
Wofford College, established in 1854, is a four-year, residential liberal arts college located in Spartanburg, South Carolina. It offers 27 major fields of study to a student body of 1,775 undergraduates. Nationally known for the strength of its academic program, outstanding faculty, experiential learning opportunities and successful graduates, Wofford is recognized consistently as a “best value” and for its commitment to student success and accessibility for low- and middle-income students. The college community has 12 sororities and fraternities as well as 19 NCAA Division I athletics teams.
ABOUT SPARTANBURG:
Spartanburg County, the 5th-largest county in South Carolina, is home to nearly 328,000 people and 13 municipalities. The county is unmatched statewide in economic development for new investment and job creation. There are seven colleges or universities in Spartanburg as well as a comprehensive research and teaching hospital. The growing Spartanburg downtown area — with new shops and restaurants, public art and miles of walking and biking trails — is located a few blocks south of Wofford’s campus. To learn more about Spartanburg, visit onespartanburginc.org.

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 basis 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 local laws. For information about Wofford’s Title IX compliance, visit wofford.edu/administration/title-ix.

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.