

Position: Support Services Technician

Department: IT Support Services

Reports to: User Support Coordinator

Job Summary: Provides service/help desk technical support services to the St. Francis College Information Technology user community, including faculty, administrators, staff, students and guests. Implements and supports the College's desktop computers, peripherals, multimedia, instructional technology and general technology as required.

Work Schedule: Flexibility in work hours is required to accommodate changes to class schedules, enrollment, staffing and other factors throughout the College's academic year. This position requires a non-traditional work week schedule, which includes days, nights, weekdays, and weekends as required.

Compensation and Benefits: St. Francis College's comprehensive benefit plan contributes significantly to total compensation, professional development and appropriate work-life balance. The College's benefit offerings to eligible employees include health, dental and vision plans, retirement and savings plans, tuition benefits and generous paid time off.

Duties and Responsibilities:

- Serve as the first point of contact for users with technical issues relating to a variety of technologies such as PCs, operating systems, applications, hardware, and multimedia equipment, and instructional technologies in a networked environment.
- Provide coverage of the College's support services desk and assist users in person, on the phone, and via email.
- Monitor the service desk for work tickets assigned in queue; respond to requests in a courteous, quick and effective manner.
- Ensure proper recording, documentation and closure of user requests, events, and problems in the support services ticketing system.
- Direct unresolved issues to the next level of support personnel or external IT resource as needed.
- Document internal procedures, technical resolutions, technical procedures, and other materials related to the College's support services desk.
- Troubleshoot, implement, modify, maintain, and repair a variety of computer hardware, software, peripherals, instructional technologies, and multimedia equipment, as required.
- Support and troubleshoot the College's TV studio and control room technology.
- Assist with software and hardware vetting and testing.
- Assist in system image preparation, testing, and deployment.
- Perform PC setup and deployment for new employees using standard hardware, images and software.
- Responsible for opening and preparing technology areas for classes.
- Open and close technology rooms at the beginning and/or end of the workday.
- Procure and inventory support services assets as directed.
- Perform all other duties as assigned.

Qualifications:

- Associate's Degree or above in an Information Technology related field; or, equivalent years' of post-secondary education/training and related experience.
- 1 - 2 years of previous experience in a support services or similar Information Technology position preferred; experience working in a college setting preferred.
- Proficiency with Apple Mac OS X hardware and software deployment, configuration, and troubleshooting.
- Working knowledge of Jamf JSS server or a similar product suite used for Apple device image development, deployment, and management.
- Knowledge of Windows operating systems (focus on Windows 7 & 10), Mac OS X, Tablets including iOS and Android, smartphones, and multimedia equipment.
- Strong troubleshooting and problem solving skills.
- Strong customer service skills and the ability to assist users with technical questions, requests, and issues.
- Demonstrated knowledge of computer, printer, and peripheral implementation, troubleshooting, and repair in a networked environment.
- Familiarity with large PC deployments in a networked environment.
- Prior experience using tools such as BMC FootPrints, Jamf JSS, Symantec Ghost, Office365 is preferred.
- Previous experience in audio visual and academic technology support is preferred.
- Ability to effectively convey information both verbally and in writing is required.
- Excellent time management and organization skills is required.
- An appreciation and understanding of working in an inclusive, engaging and diverse college environment.
- Culturally sensitive, caring and friendly with a deep understanding and appreciation of a multi-cultural college community and the Franciscan traditions of St. Francis College.

About St. Francis College:

For over 150 years, the mission of St. Francis has been to provide an affordable, quality education to working class people who otherwise may not be able to attend college. St. Francis College is a private, independent, co-educational urban college whose Franciscan and Catholic traditions underpin its commitment to academic excellence, spiritual and moral values, physical fitness, social responsibility and life-long learning. We educate the whole person for a full, relational life, developing the students' talents and abilities for meaningful, fulfilling careers, as well as for collaborative, service-oriented leadership.

The College strives to offer ample opportunities for students to immerse themselves in the intellectual, cultural and professional opportunities afforded by New York City and to serve the needs of the local community in which they live and study. Our location in Brooklyn Heights provides a confluence of cultures and religious beliefs, mirroring our commitment to maintain and celebrate our diverse student body.

St. Francis College is an Affirmative Action, Equal Opportunity employer and we are strongly committed to increasing the diversity of our faculty, students, and the curriculum. Qualified candidates of diverse ethnic and racial backgrounds are encouraged to apply.

Interested applicants can apply by clicking [here](#)