JOB DESCRIPTION

POSITION TITLE: Technology Resource Specialist

JOB CLASS: Staff  SUPERVISOR: Director of User Services.
CLASSIFICATION: Full Time  LOCATION: DeLand
SUPERVISORY: No  DEPARTMENT: Information Technology

POSITION OVERVIEW:
The Technology Resource Specialist is responsible for:
- Computing consultation within a Help Desk environment;
- Hardware and software troubleshooting;
- Consultation with faculty, staff, and students to troubleshoot computer related problems;
- Track and manage problem calls until complete resolution has been attained;
- Prioritize and handle critical problems;
- Assist in coordination of changes and upgrades in software and hardware to ensure smooth transition.

QUALIFICATIONS, KNOWLEDGE AND SKILL REQUIREMENTS:
Bachelor’s Degree in Computer Science or related experience combined with education. Strong communication, training, and problem solving skills, with ability to rapidly master new computing technologies is essential. Solid experience with common desktop computer applications in Windows and Mac OS environments. Solid experience with: Windows & Macintosh OS computer hardware, printers, scanners, and other computer-related equipment including network connectivity.

In addition to technical skills, excellent analytical, organizational, and communication skills are required; ability to handle multiple tasks simultaneously; excellent organizational skills and attention to details, ability to establish and maintain effective working relationships with faculty, staff, and students; high energy level, enjoy challenges and fast-paced environment; display self-initiative and motivation.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:
- Computing consultation within a Help Desk environment;
- Hardware and software troubleshooting;
- Consultation with faculty, staff, and students to troubleshoot computer related problems;
- Track and manage problem calls until complete resolution has been attained;
- Prioritize and handle critical problems;
- Assist in coordination of changes and upgrades in software and hardware to ensure smooth transition;
- Requires some physical effort such as standing, walking, frequent light lifting (5-20 lb.), and manual dexterity in the operation of equipment; may require extended periods of time at a keyboard and CRT screen; perceptual demands for sound form, texture and depth. May also require work hours outside the normal University schedule.
- Performs other site and position specific functions as assigned.
POSITION TITLE: Technology Resource Specialist

WORKING CONDITIONS: Requires some physical effort, i.e., some standing and walking, frequent light lifting (5-10 lbs.); some carrying moderate weight (12-20 lbs); and the operation of office equipment in which manipulative skills and eye-hand coordination are important ingredients of productive operations. Tasks may involve extended periods at a keyboard; perceptual demands for sound, form, texture and depth.

APPLICATION PROCEDURE: Please submit a letter of application, which address the qualifications, a resume, and/or application, with names, addresses, and telephone numbers of three professional references to Stetson University, Inc.; Office of Human Resources; 421 N Woodland Boulevard, Unit 8327, DeLand, FL 32723. FAX: (386) 822-7562 E-MAIL: humres@stetson.edu. Complete application, available online.

Stetson University is an Equal Opportunity Employer that affirms cultural diversity and inclusion as a core value of academic excellence at Stetson University. We are committed to achieving equal access in education, employment, and participation through the recruitment and retention of outstanding faculty, staff, and students from diverse backgrounds, and to meaningful academic and intellectual transformation in curriculum, research and service. We are dedicated to actions and policies that foster a community in which individuals with various identities, cultures, backgrounds, and viewpoints work together to create opportunities for engagement through rewarding and fulfilling careers and personal experiences in a culturally and racially diverse society and a globalized world. We strongly encourage members of historically under-represented and economically-disadvantaged groups and women to apply for employment. Stetson University is an EEO, ADA, ADEA, and GINA employer.