JOB DESCRIPTION

POSITION TITLE: Technology Resource Specialist Part-time

JOB CLASS: Staff

SUPERVISOR: Director of User Services.

CLASSIFICATION: Part 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;
- May require work hours outside the normal University schedule.
- Performs other site and position specific functions as assigned.
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.