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 technology are essential. Solid technical experience with microcomputer applications in the following environments required: Windows XP/Vista/Windows 7, UNIX, and Macintosh OS. A functional knowledge of the following: Windows 9x/NT/2000/XP, Macintosh OS computers, printers, scanners, and other computer-related equipment, including networking equipment.

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.

HOW TO APPLY: 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