

POSITION POSTING

POSITION: Senior Technical Support Services Specialist
REPORTS TO: TSS Manager
DATE POSTED: April 12, 2018
DATE AVAILABLE: Immediate
REQUISITION NUMBER: 2018442

Summary/Objective: This posting is for a full-time, 12-month, 40 hours per week, non-exempt position. This position is responsible for technical support for all university technologies, including but not limited to desktop and laptop support, assistance with university supported software, online learning, email, calendar, portal and wired & wireless connectivity. The Senior Technical Support Services Specialist also assists with hardware and software installations, warranty process, and on-going training. Supervisory responsibilities include directing the activities of student interns and junior-level TSS staff members.

Required Education and Experience:

1. Associates degree required and the equivalent combination of education, technical certifications or training, or work experience.
2. 6+ years IT experience in desktop support.
3. 3 years of demonstrated experience in a supervisory or management role, creating and leading strong technical teams in support of end users.

Preferred Education and Experience:

1. A bachelor's degree in Computer Science or a related technical discipline.
2. Previous Help Desk leadership experience is preferred.

Additional Eligibility Qualifications:

1. MCSA or equivalent preferred and CompTIA A+ Certification required within 90 days of employment, CompTIA Network+ Certification required within 180 days of employment, CompTIA Security+ Certification required within 365 days of employment.

Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. As Service Area Lead for Print/Copy services, you will ensure the availability, quality, uptime, and repair/support of all print services at the University. You will document the service area capabilities & processes and cross-train the Service Area backup.
2. As Service Area Lead for Hardware Warranty Services, you will ensure the efficient troubleshooting, proper tracking and communication, appropriate turnaround times, and repair/support of all warranty work at the University. You will document the service area capabilities & processes and cross-train the Service Area backup.
3. This position will be the backup for day to day operations for the TSS Manager.
4. Perform all other duties deemed appropriate for this position

Competencies:

1. Excellent verbal and written communication skills
2. Strong customer service oriented attitude

3. Exceptional customer support skills and be able to work with personnel at all levels of responsibility
 4. Expert level knowledge of macOS, Microsoft Windows, Microsoft O365, all modern browsers and Microsoft Office.
 5. Proven work ethic that includes being self-motivated, requiring little to no supervision with the initiative and determination to solve complex problems on your own
 6. Experience with configuring, installing, and troubleshooting desktops, laptops, multi-function printers, Apple products, IoT devices, SmartBoards, streaming appliances, video conferencing, and other IT related equipment
 7. Strong problem solving skills;
 8. Ability to plan and organize;
 9. Ability to take initiative;
 10. Ability to work with people;
 11. Ability to supervise and motivate student technicians;
 12. Openness to new ideas and ways of doing things;
 13. Ability to work with little or no supervision;
 14. Ability to communicate oral and written ideas effectively;
 15. Ability to alter planned activities in order to accommodate new or changed situations;
 16. Ability and willingness to stay current with new technologies;
 17. Ability to maintain and enforce priorities as needed.
-

Work Environment:

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

Travel:

Travel is primarily local during the business day, although some out-of-the-area travel may be expected. A valid US Drivers' license with a safe driving record is required.

The Office of Human Resources will accept complete applicant files for Requisition Number 2018442 until the position is filled. Send UF Employment Application and résumé to: University of Findlay, Office of Human Resources, 1000 N. Main St., Findlay, OH 45840, HR@findlay.edu or fax information to 419-434-5976.

This position will accept applications of both on-campus and off-campus simultaneously.

The University of Findlay is an Equal Opportunity Employer/Affirmative Action Employer Male/Female/Disabled/Vet.