Memo to: College Community
From: Human Resources
Re: Position Description Update
Date: September 17, 2021

Position: Computer Hardware/ Software Support Specialist

Summary Description: Under limited supervision of the Chief Technical Officer (CTO), installs, modifies, and repairs microcomputer hardware and software systems. Performs server administration tasks as assigned. Provides technical assistance to system users.

Description of Duties and Responsibilities:

Essential Functions

1. Installs, assembles and configures computers; unpacks, connects and tests new computers; disconnects, moves, reconnects and tests computers reassigned to new locations.
2. Installs hardware and peripheral components such as monitors, keyboards, printers, memory, network cards, and disk drives.
3. Installs, upgrades and troubleshoots laptop and desktop software and operating systems.
4. Provides advanced desktop support in a managed computing environment using Group Policies in Active Directory, Remote Desktop, and image creation and deployment.
5. Utilizes software tools to remotely administer and troubleshoot domain systems.
6. Assists with the installation of Ethernet equipment such as network cards, hubs, and switches.
7. Assists with troubleshooting network hardware and wiring.
8. Provides direct assistance, in person, online and by telephone, to campus users of computer hardware and software including, but not limited to current Microsoft and Apple products for computers.
9. Performs system administration duties for the Microsoft Deployment Toolkit server. Performs software updates on server. Creates and configures reference images and deployment images.
10. Performs system administration duties for the Faronics Deep Freeze management server. Ensuring that classroom and lab computers are protected from accidental or malicious modifications. Monitors software configuration, client freeze states and system performance. Performs software updates on server and client systems.
11. Shares Helpdesk Supervisor duties as assigned. Supervises part-time student workers, provides technical training to help them handle trouble calls. Contributes to IT knowledge base articles to aid

in resolution of recurring problems. Assists in the resolution of trouble calls, solicits details from callers for proper triage of trouble calls. Escalates to appropriate functional area for resolution as required.

12. Performs system administration duties for the Anti-Virus server. Monitors software configuration, detection and performance. Performs software updates on server and client systems. Protects machines from and rids them of viruses, malware and spyware.
13. As directed, maintains user accounts in Active directory
14. Diagnoses printer problems to determine cause of malfunction; repairs printers when possible or works with vendor or College staff as needed to accomplish the repair.
15. Assists students in the configuration of their computers for connection to the campus network.
16. Makes hardware and software recommendations including helping users assess needs and providing justification for equipment and services.
17. Works with vendors to secure warranty parts.
18. Provides backup support for multimedia audiovisual equipment.
19. Maintains or assists in the maintenance of department files and/or paperwork, including warranty information.
20. Performs other essential functions of the Office of Information Technology as necessary or as requested.

Marginal Functions

1. With the support of the Director, recommends and works with the CTO to provide for the training and support needed for the systems relevant to this position.
2. Writes documentation.

Required Knowledge, Skills, and Abilities: Individuals must possess these knowledge, skills, and abilities or be able to explain and demonstrate that the individual can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

1. Familiarity with or sincere interest in learning about the mission of Spring Hill College and the meaning of a Jesuit education.
2. Substantial knowledge of computer software, especially current Microsoft and Apple operating systems and desktop systems.
3. Ability to image and update these systems.
4. Ability to learn and participate in the support of VMware as it applies to the virtual desktop system environment at the College.
5. Ability to express technical concepts clearly both verbally and in writing.
6. Ability to provide information regarding technology support to students and parents as requested.
7. Substantial knowledge of PC compatible and Apple computer hardware and peripherals.
8. Knowledge of network concepts and hardware, including cabling and network equipment.
9. Ability to access all academic and administrative offices, departments, and/or classrooms on campus.
10. Ability to lift and/or transport 50 pounds.
11. Ability to work some nights and weekends as required.
12. Ability to evaluate and analyze work situations using independent judgment, initiative, and firmness.

13. Ability to serve as mentor to student workers and part-time employees as needed.
14. Ability to prioritize; ability to work on multiple tasks or duties at the same time.
15. Ability to respond to questions in a knowledgeable and personable manner.
16. Ability to travel as necessary; ability to represent the College at local and out-of-town meetings, seminars, or presentations.
17. Ability to understand the concepts of project management and serve as a deliverable lead or extended team member on a project task if needed.

Qualification Standards:

Education/Experience: Typical qualifications would be a Bachelor's degree in Computer Information Systems, Management Information Systems, or Computer Science from an accredited college or university. Applicants who are maintaining a minimum gpa/ minimum class percentile of 3.5 and are within two academic terms of receiving one of the above-mentioned degrees may be considered. Other areas of study may be considered if augmented by 3-5 years of knowledge and experience servicing computers in an enterprise environment. Ten years of experience servicing computers in an enterprise environment may also serve as a qualification for education. Experience in academic institution highly desirable. Experience in application of computers to office/classroom/business situations desirable.

Other Considerations:
   ● This person is considered a responsible employee in accordance with College Title IX policies.
   ● Must be willing to submit to background checks, including criminal history background checks.

THE COLLEGE RESERVES THE RIGHT TO CHANGE, ADD, OR REASSIGN JOB DUTIES OR COMBINE POSITIONS, OR PORTIONS THEREOF, AT ANY TIME. THIS JOB DESCRIPTION IS NOT AN EMPLOYMENT AGREEMENT OR CONTRACT. AN EQUAL OPPORTUNITY EMPLOYER.

Review of responses begins immediately. Position is open until filled. To apply, please email cover letter and resume to dtaylor@shc.edu.