



# Monmouth COLLEGE®

## **DESCRIPTION, DUTIES, & EXPECTATIONS OF POSITION**

<b>POSITION TITLE:</b>	SUPPORT SPECIALIST
<b>PERSONNEL CLASSIFICATION:</b>	SUPPORT STAFF, Full-time (40 hours/week 12 mos.) - NONEXEMPT
<b>DEPARTMENT:</b>	INFORMATION SERVICES
<b>POSITION SUPERVISOR:</b>	DIRECTOR OF SYSTEMS & NETWORKS
<b>DEPARTMENT HEAD:</b>	CHIEF INFORMATION OFFICER

**SUMMARY:** Provide end user technology support. Act as liaison between Information Services and all Monmouth College constituents. Configure and install new PCs and peripherals along with troubleshooting installed equipment as needed. Analyze, interpret, troubleshoot and resolve technical problems. Contribute to a team environment within the Information Services Department.

**DUTIES:** May include, but are not necessarily limited to the following:

- Maintain information technology hardware (computers and wireless).
- Maintain classroom hardware.
- Schedule on-site help desk support sessions around campus.
- Install computer image updates.
- Assure that wireless hardware is in place and troubleshoot minor problems.
- Assist with campus printing problems.
- Be proactive in assuring the campus labs are in good working order and appearance.
- Make sure that Information Services storage areas are organized and neat.
- Organize replacement parts and notify appropriate persons when stock quantities are low.
- Thoroughly document completed tickets and computer locations around campus.
- Other duties as assigned.

(ISC Support Specialist 02/25/21)

## **QUALIFICATIONS – Minimum Required:**

- Experience building personal computers (CPU, motherboard, memory, etc).
- Knowledge of Microsoft and Apple operating systems.
- Experience with non-desktop devices (e.g. smartphones, tablets, etc.).
- Well-developed, professional interpersonal skills when dealing with student issues.
- Well-developed communication skills to convey technical concepts to internal customers.
- Demonstrated ability to learn on the job and adapt to changing conditions and requirements.
- Associates Degree in Computer related field including an A+ Certification.
- Experience working with Aruba wireless devices.
- 2 years of experience working an active help desk situation.
- Experience working with projection and sound systems.

**WORK RELATIONSHIPS:** Reports to the Coordinator of User Services and through the Coordinator to the Director of Administrative and Network Technology; and works directly with other members of Information Services. Daily contact with students, staff, faculty, and other members of the campus community. Periodic contact with alumni and special guests.

**WORKING CONDITIONS:** Working conditions vary dramatically from climate controlled office areas to outside locations. Moderate physical effort (i.e. stooping, crawling, reaching, climbing, etc.) may be required to perform essential duties.

**GENERAL EXPECTATIONS OF POSITION:** Regular attendance on the job is an essential function of the position. Maintain regular and timely work hours as assigned by immediate supervisor and approved by Personnel Office. Conduct is expected to be professional and courteous. Instructions and assignments are to be carried out in a manner which promotes and is consistent with the intrinsic goals of Monmouth College.

**ADDITIONS, AMENDMENTS, AND DELETIONS:** The whole or any portion of this Description may be added to, amended, or deleted at any time by the position supervisor(s), Director of Personnel, Vice President or President. In addition, modifications may be made to reasonably accommodate individuals with qualified disabilities.

**DISTRIBUTION:** Copies of this document will be provided to both the employee and position supervisor(s). An additional copy will be maintained in the employee's personnel file.

(ISC Support Specialist 02/25/21)