JOB DESCRIPTION

Position: IT Support Services
Area: Information Technology (IT)
Supervisor: IT Director
Goal of the job: To assist the ANS Information Technology Department in human-to-machine interaction and provide support for other members of the department to meet the school's technological needs.

Qualifications:

- Bachelor's Degree in Computer Science or related technology field is preferred
- 1-3 years of experience in customer-focused position involving technical knowledge of equipment
- Time-management skills and the ability to establish reasonable and attainable deadlines for resolution
- Comfortable working in and assisting others in person and through help desk software
- Experience working with different operating systems including Windows and Mac OS.
- Ability to prioritize and manage several tasks efficiently.

Responsibilities
1. Tier 1 Technical Support
   a. Respond to user inquiries and assist in troubleshooting and resolving challenges
   b. Handle technical support cases through help desk, email, and phone submission
   c. Respond to trouble tickets generated within the specified window and report unusually difficult problems promptly to appropriate IT staff.
   d. Maintain user confidence by keeping their information confidential
   e. Remove computers with hardware problems to on-campus repair locations.
2. Equipment Preparation
   a. Install, deinstall, and relocate computers, peripherals, and audiovisual equipment as assigned and required by the school.
3. Equipment Diagnostics
   a. Maintain system functionality by testing computer components.
   b. Troubleshoot and resolve hardware and software problems with high degree of proficiency.
4. Provide support to IT Department
   a. Physical installation of surveillance and digital audio peripherals
   b. Assist installation of cabling and infrastructure in coordination with IT Infrastructure Engineer
   c. Provide support to System Administrator in deployment and installation of computer systems.
   d. Perform routine equipment maintenance and cleaning as assigned
   e. Achieve computer objectives thorough identification and evaluation of options and suggest a course of action
   f. Work on other short-term projects as assigned.