

POSITION DESCRIPTION:	IT Help Desk Support
DATE:	July 22, 2021
SUPERSEDES:	N/A
REPORTS TO:	Technology Supervisor
CLASSIFICATION:	Part Time (20 hours)/Nonexempt
SUPERVISES:	N/A

GENERAL SUMMARY: Provides customer focused, value added technology support and problem resolution to the Sisters of St. Francis (SOSF) and other Campus ministries. The main focus of this position will be project development, integration, resolution, training and documentation. The employee will develop a working knowledge of the user's technology needs in order to best provide hardware, software and training support decisions. This position collaborates with Technology Supervisor, LU's Technical Director and User Services Manager on all matters of IT infrastructure, software, hardware and support to determine best practices for the Sisters of St Francis. Works with SOSF leadership to provide support during agreed upon hours to individual Sisters (residence) both on and off campus.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. Promote the values of the Sisters of St. Francis (SOSF) by demonstrating behaviors supportive of a commitment to reverence, service and stewardship, including respect and involvement, teamwork, open and effective communication, and efficient and effective resource use. Adhere to SOSF policies, procedures and objectives. Exhibit professional attitude in attire, workspace and interpersonal communications.
2. Prioritize and resolve SOSF residential IT needs (Rosary Care, OLOG, Maria Hall, off campus residents, Mirror Lake and lay people working remotely) by responding to support tickets from Lourdes IT as requested.
3. Provide primary technology support to Sisters in their residences as directed by support ticket from Lourdes IT to include:
 - a. Request new hardware and software as indicated through troubleshooting and inventory management;
 - b. Prepare hardware and set it up in the residence;
 - c. Troubleshoot all SOSF-provided equipment and software as well as assist with other equipment such as house phones, answering machines, TV issues, Buckeye Broadband cable modems, cell phones, and other electronic devices.
 - d. Support and train on new technologies such as OneDrive, Zoom meetings, Multi-Factor Authentication, Microsoft Teams, and others as applicable.
4. Provide training for Sisters of St. Francis, both individualized and group sessions, as directed by SOSF Leadership Point of Contact and as identified through interaction with SOSF administrative users.
5. Install new and replacement SOSF technology equipment as budgeted and needed in collaboration with the SOSF Technology Supervisor and Lourdes IT manager with the priority being SOSF users.
6. Provide backup support for video broadcasting/livestreaming of campus events.

7. Manage the SOSF conference room IT support needs. Coordinate with Lourdes IT to provide technical support for meetings when needed.
8. Provide training on technology in the various conference rooms including computers, TV's, microphones, speakers, cameras, web conferencing software, etc. Work with Lourdes IT ticket system to arrange for on call assistance by Lourdes IT as requested by users.
9. Coordinate with Lourdes IT to provide or remove user credentials for new or terminated SOSF users.
10. Work with LU's IT staff to provide support for SOSF campus telephone drops.
11. Work with vendors/service providers as appropriate.
12. Maintain an accurate technology equipment inventory of SOSF technology equipment, both administrative and residential.
13. Assist with other special projects that demand technical support or expertise as directed by SOSF Leadership.

SKILLS AND ABILITIES REQUIRED:

1. Excellent communication and interpersonal skills to respond, in a pleasant, friendly and professional manner, to questions from internal and external contacts who possess varying degrees of technological knowledge.
2. Ability to maintain strict confidentiality.
3. Organizational skills and good judgment to prioritize workflow and maintain files.
4. Initiative, good judgment and attention to detail.
5. Strong problem solving and research skills.
6. Extensive experience in Microsoft Office and Windows.
7. Strong knowledge of standard desktop applications.
8. Flexibility of schedule; will need to work pre-planned, limited evening and weekend hours.
9. Excellent written and verbal skills.
10. Independence and self-motivation.

WORKING CONDITIONS:

Normal office environment with frequent disruptions and deadlines.

QUALIFICATIONS:

1. Associates degree in computer sciences or equivalent certification.
2. Minimum of 5 years of successful, team-oriented experience in a similar position working in a Microsoft Windows network environment.