



BENNETT COLLEGE

Job Posting

Title: Help Desk Technician
Date of Posting: 01/08/10
Department: Information Technology Services
Reports To: Director, Information Technology

Job Code: 10-0108BDJ
Closing Date: Until Filled

GENERAL SUMMARY:

Under general supervision, provide technical software, hardware and network problem resolution to all Bennett College computer users by performing question/problem diagnosis. Clearly communicate technical solutions in a user-friendly, professional manner; provide one-on-one end-user training as needed; assist Network Technicians; troubleshoot network printer problems; pass conduct hardware and software inventory database maintenance and reporting; and perform related work as required.

ESSENTIAL JOB FUNCTIONS:

The Help Desk Technician fields all Help Desk calls from user base and creates the initial record of the request; resolves all Level One end-user problems over the phone or on site and contacts third-party vendors for warranty service repair. Perform other duties as assigned

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of desktop operating systems, various software applications, and basic hardware for the PC; principles and theories of network systems and management; internet technologies and products; and basic understanding of electrical safety procedures. Must have strong interpersonal and communication skills, and the ability to work within a diverse community. Ability to work independently.

EDUCATION AND EXPERIENCE:

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Two years college level course work and/or MCP (Microsoft Certified Professional), A+ Certification or equivalent or is able to gain certification within the first 3 months of employment.

Experience: One year providing end-user phone support for current PC desktop and application software OR one year installing, upgrading, troubleshooting and repairing personal computers in a network environment.

HOW TO APPLY:

Interested candidates should submit a cover letter, resume, salary history (on separate sheet), and three (3) recent letters of recommendation (all letters must be signed and dated within one (1) year), reference **Job Code 10-0108BDJ**

If available, please submit unofficial transcripts. Official transcripts are required if an offer of employment is made.

You can send your information one of three ways:

Mail to: Human Resources, Bennett College for Women, 900 East Washington Street, Greensboro, NC 27401

Email to: hr@bennett.edu

Fax to: 336-517-2103

Resumes received without the job code and salary history will not be considered.

NO PHONE CALLS PLEASE!

We are an Equal Opportunity Employer