



# **BENNETT COLLEGE**

## **Job Posting**

**Title:** Information Technology Technician

**Date of Posting:** 08/05/2021

**Closing Date:** Until Filled

**Department:** Information Tech/Operations & Logistics

**Reports To:** Director of Information Technology

### **GENERAL SUMMARY:**

The Information Technology Technician serves to support the operations of the Bennett College Information Technology Department. The Technician is an integral member of the IT team responsible for supporting the technology requests of faculty, staff and students to efficiently utilize IT hardware and software. As Help Desk Support, this position will work to diagnose and resolve technical issues on site and remotely to ensure an immediate response to users' requests. Working in concert with the IT Team, the Technician will participate in the development of technology use plans, evaluate software and support equipment installation.

### **ESSENTIAL JOB FUNCTIONS:**

- Perform onsite and remote troubleshooting through diagnostic techniques and pertinent questions
- Respond in a timely manner to service issues and requests
- Determine the best solution based on the issue and details provided by customers
- Direct unresolved issues to the next level of support personnel
- Installing and configuring computer hardware, software, systems, networks, and printers

- Provide accurate information on IT products or services
- Record events and problems and their resolution in logs
- Follow-up and update customer status and information
- Pass on any feedback or suggestions by customers to the appropriate internal team
- Identify and suggest possible improvements on procedures
- Assist in monitoring and maintaining computer systems and networks
- Setting up accounts for new users
- Repairing and replacing equipment as necessary
- Participate in evaluating new technology and software
- Provide audio-visual maintenance and support

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Competent writing and communication skills – including the ability to communicate technical information
- Excellent customer service
- Management skills, particularly problem solving and decision making
- Time management skills
- Proactive thinking
- Proven experience as a help desk technician or other customer support role
- Good understanding of computer systems, mobile devices and other tech products
- Ability to diagnose and resolve basic technical issues
- Flexibility to work a variety of shifts with minimal notice

### **EDUCATION AND EXPERIENCE:**

#### **Required:**

- Microsoft Administration Certification and CCENT Certification
- Three-year network and data security experience
- AWS or comparable cloud computing service experience.
- Audio visual equipment experience, including sound equipment
- Microsoft Server, Windows and Microsoft Office 365 experience.

- One-year IP telephony, camera surveillance, and/or wireless networking experience
- PC and Mac hardware maintenance and repair
- Experience with anti-virus protection and management
- Experience working in a help desk environment
- Proficiency with MAC and IOS computers and operating systems
- Demonstrated knowledge of computer hardware and software
- Experience working with teleconferencing electronic devices

**Preferred:**

- Associate degree in computer science, information systems or related field
- A+ Certification
- Previous work experience in higher education environment

**HOW TO APPLY:**

Interested candidates should submit a complete applicant packet, which includes the following documents:

- online application for employment (found at [www.bennett.edu](http://www.bennett.edu))
  - click on "Quick Links" at the top of the home page
  - click on "Employment Opportunities"
  - click on "Click Here to Apply" and follow the instructions

The following are **required documents** to be attached to your application:

- cover letter
- resume
- unofficial transcripts from every college and university attended
  - official transcripts are required if an offer of employment is accepted

**ONLY COMPLETE APPLICANT PACKETS WILL BE ACCEPTED  
NO PHONE CALLS PLEASE!**

We are an Equal Opportunity Employer

E-Verify, an online program which is administered through the Department of Homeland Security and the Social Security Administration, are used to verify employment eligibility.