# GIRARD COLLEGE
## IT Services Specialist

Girard College is a full-scholarship boarding school for academically capable students from qualified families of limited financial resources. Girard College's mission is to prepare scholarship students for advanced education and life as informed, ethical and productive citizens through a rigorous education program that promotes intellectual, social and emotional growth. Girard College students will be prepared to complete a bachelor's degree in order to maximize their ability to pursue productive careers and be engaged citizens.

## Summary

Under the supervision of the Director of Technology, the IT Services Specialist is responsible for providing technical assistance and support related to computer hardware, software, and the wired and wireless network environment. The specialist responds to calls and e-mail messages directed to the Girard College Help Desk and provides in-person support and training for faculty, administrative staff, and students.

## Essential Duties and Requirements

- Provide front-line technical support to staff and students
- Image, configure, and repair Windows and Mac computers
- Configure Google Apps user accounts and staff/student Chromebooks using Google Admin console
- Support campus VoIP phone system
- Support mobile phones (iOS and Android)
- Identify and resolve basic network issues
- Help maintain and organize hardware and software inventory
- Manage printer/copier access through configuration of print server
- Manage user accounts in Active Directory and email accounts in Exchange/Office 365
- Provide training for staff on campus software tools
- Other duties and responsibilities as assigned

## Qualifications

- Bachelor's degree in Computer Science, Information Technology, Information Systems or equivalent work experience.
- Minimum three years' experience in help desk or IT support
- Experience with the following desktop operating systems: Windows 7, Mac OS X, Chrome OS
- Experience with the following mobile operating systems: iOS, Android
- Understanding of basic network concepts and protocols
- Excellent customer service skills
- Advanced troubleshooting skills
- Effective communication skills, written and verbal

## Physical Requirements and Work Environment

- Works in an environment dealing with a wide variety of challenges, deadlines and a varied and diverse array of contacts.
- May work at a desk and computer for extended periods of time.
- Be able to occasionally lift up to 50 lbs.
- Work primarily in a traditional climate controlled office environment.
- Work intermittently in outside weather conditions, including extreme heat and cold.

**Candidates should email a resume and cover letter to *jobs@girardcollege.edu*.**

Date Posted:            October 13, 2016
Application Deadline:    Open Until Filled