COMPUTER REPAIR COORDINATOR

ITS

Description: Delivers technology support to faculty, staff and other members of the campus community. This includes providing hands-on hardware support for computers, printers and related technology with the assistance of student technicians. Effectively collaborates with supervisor and ITS team members to securely manage, maintain, deploy, and update computing resources while providing excellent customer service. Ensures rigorous application of information security/information assurance policies, principles, and practices throughout service delivery. Effectively documents and provides instructions for technology-related processes, procedures, troubleshooting, and problem resolution. Assists with asset management.

Minimum Requirements: Associate degree in a related area; or a high school diploma and experience with current information technology in a managed environment. Familiarity with current Windows, Apple Macintosh, and mobile operating systems. Demonstrated experience with hardware and software troubleshooting and event mitigation. Understanding of standards-based support environment. Must be able to lift and move 50 pounds, climb ladders, and use power tools. A valid driver's license and safe driving history required. Must have strong skills in providing excellent customer service and demonstrate strong ethics.

Preferred Requirements: Bachelor's degree in Computer Science or a related field.

Knowledge, Skills and Abilities: Excellent communication and people skills. Ability to perform tasks in a detailed manner. Ability to troubleshoot computer hardware, software, and smart classroom technology equipment. Basic to moderate knowledge of and demonstrated skills in a wide variety of applications, operating systems, protocols and equipment used in customer-facing organizations. Basic to moderately complex problem-solving skills. Ability to utilize basic to moderately complex analytical methods. Ability to provide advice and assistance to individual customers and smaller groups within organizational guidelines. Ability to communicate effectively, both written and verbally with customers, peers, and management. Clear understanding of information security and data protection standards. Basic Banner knowledge and/or experience in a higher education setting is a plus.

Hire Range: $45,530- $ 50,000 annually
University Hours: 8:00am – 5:00pm, Monday – Friday
Position Work Hours: 37.5 hours per week.
To include some nights and weekends
Class Code: AM65 – State Title: IT Consultant I
Band: 06

Search openings at careers.sc.gov

View Lander's Fringe Benefits

Applications must be submitted online at www.careers.sc.gov. Receipt of individual applications not acknowledged. See position status at www.lander.edu/hr. Lander University is a tobacco-free campus. All final candidates are subject to successfully completing background requirements.

Lander University is committed to equal opportunity employment and being an employer of choice. Lander believes that corresponding differences within the faculty and staff, whether based on ethnicity, race, gender, religion, age, or other experiences, are tremendous assets to the role of Lander as an educational institution and within the community, region, and state. Moreover, Lander is an Affirmative Action/Equal Opportunity Employer. As a result, it is the policy and commitment of Lander that it will not discriminate based on race, color, religion, sex, national origin, age, disability or other protected characteristics.