



TITLE: IT Support Technician

COLLEGE/SCHOOL/DEPT: Information Technology

REPORTS TO: Director of Information Technology

FLSA: Non-Exempt

SALARY: \$48,000 - \$52,000

POSITION SUMMARY:

The IT Support Specialist position will follow established Information Technology best practices, policies and protocols to provide enterprise-wide installation, setup, testing, troubleshooting, repair, maintenance and technical support of computer workstations, software, applications, network infrastructure, instructional technologies, network printers, and peripheral devices.

This position consults with users, peers and supervision, troubleshoots equipment, responds to work orders and resolves technical problems. The IT Support Specialist is also responsible for coordinating, documenting and executing hardware and software installations, user moves, and changes. This position provides support for the IT Help Desk.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. Represents Heritage University in the most positive manner with prospective, former and current students, clients, suppliers and the community we serve. Interacts effectively with a diverse group of faculty, staff, students and other customers of our services, learns and uses operating practices of the department and Heritage University.
2. Respond to work orders from users. Make direct contact with the customer in a professional and timely fashion. Provides support for the IT Help Desk.
3. Image computers and deploy applications and updates using Intune and systems center. Keeps PC's current with critical firmware and driver updates.
4. Responds to virus and malware infections. Keeps AV clients up to date with virus definitions. Manages Microsoft defender clients and endpoints in the Microsoft 365 portal.
5. Perform routine maintenance, modifications, testing, troubleshooting and repair of IT systems.
6. Configure and deploy network-based printers.
7. Support and install instructional technology.
8. Maintain complete and up to date documentation.
9. Setup IT equipment for campus events when needed.
10. Performs add, moves, and changes on the telephone switch along with vlan changes to network switches.

OTHER DUTIES AND RESPONSIBILITIES:

1. Performs other functions as necessary or as assigned.
2. The position may share on-call status. Some weekend or evening work may be required on special occasions.
3. Work with contractors/vendors as needed.

Date Updated: 03/26/2024

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- A. **Knowledge:** Strong technical and troubleshooting background in computer hardware repair and maintenance in a enterprise environment. Strong written and oral skills; the ability to effectively communicate technical issues to end users in an understandable, patient and digestible manner. Working knowledge of imaging computers, office 365, Systems Center, Intune, Defender, group policy, Active Directory, network printers, and instructional technology. A High School diploma or GED is required. Associates Degree, MCITP, MSTS certification or equivalent advanced certification strongly preferred. Minimum 2 years' experience in a business or educational setting is strongly preferred.
- B. **Skills:** Ability to troubleshoot technical and software problems, follow detailed and technical instructions to the letter and to work with supervision and peers. Demonstrated proficiency in the installation, setup, configuration, deployment and detail-oriented problem diagnosis and remediation of Microsoft Windows operating systems. Ability to read and understand troubleshooting manuals and texts. Able to develop and maintain professional collaborative relationships with institutional staff, co-workers and students. Excellent time management, organization and documentation skills with the ability to multi-task in a fast-paced environment. Fluency in the English language is required.
- C. **Abilities:** Work involves driving, walking, talking, hearing, using hands to handle, feel or operate objects, small tools, or controls, and reaching with hands and arms and the ability use of computer keyboard and mouse for long durations. Vision abilities required by this job include close vision, the ability to utilize and read from a desktop computer monitor for long periods. The employee may be required to push, pull, lift, and/or carry up to 50 pounds.

BENEFIT PACKAGE (*benefit eligible is at least .75 FTE*):

- Health Benefits - medical, dental, and vision
- No cost life insurance.
- Paid Time Off
- 18 Paid Holidays
- Matching 403(b) Contribution after a year of service.
- Tuition Waiver Program
- Additional plan are available for purchase. This includes AFLAC and additional life & ADD insurance.
- Many other employee engagement programs.

APPLICATION INFORMATION AND DEADLINE: Applications should include the following:

- Cover letter (please address all position qualifications – required and preferred)
- Resume
- List of References (names, email addresses & phone numbers of 3-5 current professional references)
- HU Employment Application LINK: [Employment Application](#)

Review of applications will begin immediately and will continue until the position is filled.

Qualified candidates may submit application material to: HumanResources@heritage.edu or Heritage University Office of Human Resources 3240 Fort Road Toppenish, WA 98948

Heritage University is an equal opportunity/equal access/affirmative action employer fully committed to achieving a diverse workforce and complies with all Federal and State laws, regulations, and executive orders regarding non-discrimination and affirmative action.