

Temporary PC Support Technician Embry-Riddle Aeronautical University

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Posted Jan. 23, 2019, expired May 25, 2019

Job Title Temporary PC Support Technician

Department

Institution Embry-Riddle Aeronautical University
Daytona Beach, Florida

Date Posted Jan. 23, 2019

Application Open until filled

Deadline

Position Start Available immediately

Date

Job Categories Part-Time/Temporary Staff

Academic Field(s) Information Technology

Job Website <https://embryriddle.taleo.net/careersection/002/jobdetail.ftl?job=190053>

Apply By Email

Job Description

Embry-Riddle Aeronautical University is currently looking to hire a temporary PC Support Technician to provide hardware, software and operating system support for Windows and Mac PC platforms to faculty, staff and students. This includes but is not limited to the following activities: request fulfillment, system installation, system configuration, and application support. Participate in projects involving technology deployments to the University. This is a temporary position, employment will not exceed six months, and position is limited to 30 hours per week based on seasonal or project driven workloads. Working hours and schedule will be based on the needs of the temporary workload.

Responsibilities Include the Following:

Perform general maintenance tasks, troubleshoots and repairs computer systems and peripheral equipment throughout the campus. This would include installing, diagnosing, repairing, maintaining,

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and upgrading workstation hardware and peripheral equipment while ensuring optimal workstation performance.

Preparing new systems for deployment and coordinating installation with the end user. Preparing replaced PCs for re-deployment based on University guidelines. Updating appropriate inventory systems to reflect the current system status.

Respond to assigned work orders and maintain accurate and timely documentation of progress in work order database. Promote creation of knowledge base entries useable by customers and IT team members. Work could involve supporting projects both onsite and offsite and after normal business hours.

Communicate issues, critical problems and situations to appropriate management levels. Maintains open communication with campus constituents to better understand their technology requirements and issues. Promote effective communications of needs to University Information Technology groups.

Qualifications

Required Qualifications:

Excellent customer service skills.

Prior experience within an IT support role.

Excellent communication skills – ability to communicate with various levels of personnel to understand the problem and complete written documentation that is geared appropriately to the audience.

Professional, positive image.

Strong PC trouble shooting skills, including both hardware and software.

Basic knowledge of networking.

Knowledge of software, including: office productivity tools (e.g., MS Office), learning management system (e.g., Blackboard), and web conferencing.

Experience with Microsoft Windows (XP & 7) required.

Ability to tactfully handle difficult situations and ability to maintain composure under pressure.

Ability to multi-task and adjust priorities based on new work assigned.

Work independently and with little direct supervision.

Ability to support IT Core Values by focusing on improvements, believing in our team and partners throughout the university, learning from mistakes, being accountable for actions and showing determination, focus and tenacity.

Preferred Qualifications:

Experience with Apple OS and Linux.



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Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

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