

Depot Technician  
University of Idaho

Direct Link: <https://www.AcademicKeys.com/r?job=123616>

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Posted May 21, 2019, set to expire Aug. 31, 2019

<b>Job Title</b>	Depot Technician
<b>Department</b>	
<b>Institution</b>	University of Idaho Moscow, Idaho
<b>Date Posted</b>	May 21, 2019
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Professional Staff
<b>Academic Field(s)</b>	Facilities/Maintenance/Transportation
<b>Apply Online Here</b>	<a href="https://apptrkr.com/1463461">https://apptrkr.com/1463461</a>
<b>Apply By Email</b>	
<b>Job Description</b>	

University of Idaho

Depot Technician

Location: Moscow

Division/College: Technology

Employee Category: Classified

Pay Range: \$15.95 per hour or higher depending on experience

Full/Part Time: Full Time

## Depot Technician University of Idaho

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### Position Summary:

As part of the Vandalsphere Depot team, the Depot Technician applies effective customer service skills while providing technology support services to the university community. This position provides support for a vast array of modern computer technology used on campus, in classrooms, student computer labs, and offices including configuration and quality control checks of equipment prior to delivery to customers. The Depot Technician performs non-warranty troubleshooting and assessment of loan pool computers and video hardware, and faculty, staff, and student equipment. This position assists in completing Depot assigned Work Management System (WMS) tickets and coordinates with other ITS teams to consult and collaborate in providing information technology solutions that comply with ITS standards and meet operational needs of customers to assist them with attaining their goals in support of the UI Strategic Plan. This position reports to the Vandalsphere Depot Technical Lead.

### Minimum Qualifications:

Associate degree and 1 year of experience in an information technology field OR a combination of relevant education and information technology experience totaling 2 years.

Experience supporting audio/video equipment, other office business equipment, and modern computer technology including common devices with Windows and Macintosh operating systems and wired/Wi-Fi network connection capabilities.

Possess a valid drivers license and able to successfully pass a drivers record check.

### Preferred Qualifications:

Bachelors degree in an IT, engineering or computer science field and 2 years of experience in advanced technology support or combination of education and experience totaling 4 years advanced technology support.

Good knowledge of technology troubleshooting concepts, practices, and procedures with the ability to apply that knowledge in complex, difficult, and/or unprecedented situations.

Experience in customer service demonstrating skills in listening/reading for understanding, professionalism, collaboration, advocacy, objectivity, diligence, and flexibility.

Experience utilizing critical thinking and problem-solving skills

Experience in communicating verbally and in writing.

### Physical Requirements & Working Conditions:

Frequently lifts, carries, or otherwise moves information technology equipment weighing up to 50 pounds indoors and outdoors.

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Posting Number: SP002194P

Posting Date: 05/16/2019

Closing Date:

Open Until Filled: Yes

Special Instructions:

We have included a questionnaire in lieu of requesting a letter of qualification. The questionnaire covers the required and preferred qualifications for this position, and you must meet all of the required qualifications to be considered. While applicants may not meet all of the preferred qualifications, answering as many of these questions with as much detail as possible will assist the committee in selecting candidates for interview.

Position will remain open until filled. Applications received on or before the first consideration date of June 13, 2019 will receive priority.

Background Check: Applicants who are selected as final possible candidates must be able to pass a criminal background check.

To apply, please visit: [url=https://apptrkr.com/1463461]jobs.uidaho.edu

EEO Statement

University of Idaho is an Equal Opportunity/Affirmative Action/Veterans/Disability Employer.

### Contact Information

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

### Contact

University of Idaho

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