

Temporary Technology Support (Evenings) North Carolina A & T State University

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Posted Dec. 1, 2020, set to expire Apr. 2, 2021

Job Title	Temporary Technology Support (Evenings)
Department	Temporary Employment
Institution	North Carolina A & T State University Greensboro, North Carolina
Date Posted	Dec. 1, 2020
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Part-Time/Temporary Staff
Academic Field(s)	Information Technology
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Job Description

Preferred Years Experience, Skills, Training, Education
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Associate's degree in Computer Science, Information Technology, or related discipline and one year of experience in the information technology field related to the area of assignment; or bachelor's degree and one year of experience in the information technology field related to the area of assignment; or bachelor's degree in Computer Science, Information Technology, or related discipline; or an equivalent combination of training and experience.

All degrees must be received from appropriately accredited institutions.

Required License or Certification

None, although A+, Network+, Certification or formal training is a major plus.

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Primary Purpose of Position

Provide technical end-user support to campus faculty, staff and students. This position supports the configuration, testing, monitoring and imaging along with the installation of hardware and software, updating service patches, security patches and troubleshooting workstations, laptops, tablets, peripherals and network issues. Perform data backup/recovery when needed. Ability to resolve technical issues in a timely manner. Assess computer needs of end-users and initiate problem identification along with solutions for technical issues.

Primary Function of Organizational Unit

Information Technology Services (ITS) is responsible for strengthening and supporting the University's learning, discovery, and engagement activities by providing the information technology infrastructure, software, hardware and support to position the University on a path of operational excellence that integrates advanced technologies to enhance teaching, learning and research. ITS is comprised of seven operating units that report to the Office of the Vice Chancellor/ CIO. These operating units are: Enterprise IT Support Services, IT Security Services, Enterprise Applications Services, Infrastructure Services, Learning Technology Services, IT Operations Services and the Project Management Office. These units work collaboratively and cooperatively within the organization and across the university community to provide the information technology support and services required for the University.

The Enterprise IT Support Services team operates as a unit of Information Technology Services and includes Aggie Technical Support (Helpdesk), Academic Labs, Residential Labs, IT Procurement and Student Technical Services. The Enterprise IT Support Services group supports the academic mission of the University by implementing, enhancing and supporting the campus computing needs and administrative information systems.

Contact Information

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

Contact