

Cazenovia College is seeking fulltime Desktop Support Technician

The Desktop Support Technician is a professional, technical, responsive and responsible individual for our staff, faculty and students to communicate technical questions and issues. They will create and manage technical support cases and be responsible for their closure. If necessary, the Desktop Support Technician will work with the development, telecommunications, and audio/visual departments to address or escalate problems. The Desktop Support Technician will work in a mixed Microsoft and Apple OS X environment and troubleshooting the challenges each impose.

Requirements:

- AS in Computer Technologies or Science or relevant software/hardware technical support experience
- Excellent interpersonal communication skills
- Excellent verbal and written communication skills
- Knowledge of OS X and Microsoft Windows environments.
- Knowledge of TCP/IP and general networking concepts
- Self motivated

Desired:

- Willingness to learn
- Experience working in higher education environment.
- Knowledge of Web based environments
- Experience supporting telecommunications equipment.
- Experience working with audio visual equipment.

Responsibilities:

- Resolving technical support issues and performing case management
- Acting as "main point of contact" for technical issues and providing accurate and timely resolutions
- Assisting in new software product rollouts and developing support strategies
- Creating Technical Documentation Solutions (FAQs/KB Articles)
- Other duties as determined by supervisor.

Candidates from historically underrepresented groups are encouraged to apply. Please submit cover letter, salary requirements, resume & three professional references to:

hr@cazenovia.edu

AA/EOE