Description:

This position provides technology support for the Department of Recreational Services at Kent campus staff, graduate students, and student employees. We have approximately 200+ users across four buildings with diverse technology needs.

The main function of this position will be basic desktop support and troubleshooting for Windows and MAC computers. This includes wireless configuration, moving and installing computers throughout our support area, application installation, end user support, hardware and software troubleshooting, printer installation, hardware component installation (e.g. adding a video card, RAM), and operating system (primarily Windows 7) installation, support, and troubleshooting.

Responsibilities:

• The ability to follow-through on tasks in a timely manner
• Readily respond to requests with limited over sight
• The ability to adjust and learn new processes and procedures
• The ability to maintain accurate records
• The ability to communicate in a professional and courteous manner with a diverse user base
• The ability to accurately follow instructions and documentation

Requirements:

• Windows 7 use beyond basic user functions
• Microsoft Office proficiency
• Accessory and hardware competency (e.g. change a toner cart in a printer, change RAM, change hard drives, connect RF and Bluetooth wireless devices)
• Mac experience a plus
• The ability to create detailed documentation of processes and procedures
• The ability for lateral thinking