

## IT Helpdesk Support Specialist

Trinity College of Florida, a vibrant faith-based institution dedicated to providing quality biblically-centered education, is seeking a qualified individual for the part-time position of IT Helpdesk Support Specialist. This is an on-site opening for our campus located along the Gulf Coast in Florida. In this role, you will contribute to the smooth operation of our digital learning environment and communication systems by providing support to faculty, staff, and students.

### **Responsibilities:**

1. Provide first-level technical support for all IT-related issues with hardware and software devices in our environment, including but not limited to:
  - Canvas Instructure Learning Management System:
    - Support faculty and students in navigating and using the platform.
    - Address issues related to course content, assignments, quizzes, and grades,
  - Google Workspace:
    - Assist users with login credentials, account management, and permissions.
    - Manage email lists and student/staff onboarding processes.
  - Cisco/Meraki/D-Link networking devices
  - NEC VoIP phone systems
  - Windows Workstations & Servers, MacOS Laptops, Android/Apple Phones, and TVs
2. Comfortable performing in-depth triage and research of systems to resolve highly complex technical issues, recording detailed notes to aid in escalation of issues as needed.
  - Looks to ensure solutions are reliable and reproducible; understanding the RCA.
  - Maintains accurate records of support requests, resolutions, and system changes.
  - Creates and updates documentation for IT processes, troubleshooting steps, user guides, and other standard operating procedures.
3. Exemplifies the biblical values of excellence in providing top-tier customer service:
  - Delivers prompt service by responding to help desk tickets, emails, phone calls, and walk-in issues.
  - Communicates technical information and troubleshooting steps in a clear manner, understandable to users of varying technical proficiency.
  - Motivated self-starter in balancing priorities, while sticking to self-imposed deadlines, and understanding business costs.

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### Qualifications:

1. Degree in Information Technology or a related field, and relevant technical certifications or willingness to obtain CompTIA A+ / Network+ within 90 days.
2. Two to three years of experience performing the role of helpdesk, preferably in a college environment. Prior experience with the applications/tools in our tech stack is a plus.
3. Strong troubleshooting skills and the ability to work independently, with minimal supervision.
4. Excellent communication and interpersonal skills, with a customer-centric approach.
5. Flexibility to work part-time hours based on the college's needs.

The pay for this position is \$18-22/hr depending on experience, with the opportunity to move into a full-time role as necessary/desired. To apply, please submit your resume and a cover letter detailing your previous experience to Kathy Rudiman ([kathy.rudiman@trinitycollege.edu](mailto:kathy.rudiman@trinitycollege.edu)).

The application deadline is March 15th, 2024.