



ANGELO STATE UNIVERSITY

Member, Texas Tech University System

Job Opening For Staff Position of

Technical Support Specialist

Job Posting #0802-011

POSITION INFORMATION

Information Technology

Position Number 999824

Posting Date: March 4, 2008

SALARY

\$40,000-\$55,000. Excellent benefits package. Click [here](#) for more information.

JOB SUMMARY

Under general supervision, provides technical support for technology services including desktop and networked applications within the university environment and coordinates the implementation of new technology projects with users and other IT team members.

TYPICAL DUTIES

1. Provides support for the delivery of technology services in an environment that is available 24/7 with low tolerance for downtime. Develops, implements, and maintains processes and procedures for technology services.
2. Coordinates technology projects as a part of a cross-functional team; assists or performs research and analysis for new or enhanced technology services. Develops, deploys, and upgrades technology services.
3. Analyzes operational, application and technology problems presented by university faculty, staff, and students, and provides technical assistance and guidance. Defines and resolves detail level technology-related problems.
4. Identifies technology issues and trends. Assists campus community through resolution of a wide variety of technology problems. Communicates with customers to verify problem resolution. Responds to, analyzes, and resolves desktop, application and server emergencies and problems.
5. Assists in documenting and maintaining technology services information, logs and related documentation.
6. Coordinates and provides project management for departments and users on technology related projects.
7. Works with customers to develop solutions that meet their needs and requirements.

QUALIFICATIONS

Sufficient combination of education, experience and skill set to successfully perform the essential functions of the job.

- Knowledge of computer hardware and software;
- Knowledge of network operating systems including Windows and UNIX/Linux;
- Knowledge of application/file server installation and administration;
- Knowledge of multimedia software and applications;
- Knowledge of audio/visual equipment including projectors, digital cameras, and scanners;
- Knowledge of telephone/voice mail systems;
- Knowledge of applicable University rules, regulations, policies and procedures;
- Ability to support and assist in the administration of a large networked desktop/application environment;
- Ability to research new technology items and to learn new technologies;
- Ability to communicate effectively when working with users or customers;
- Ability to effectively analyze situations and develop suitable solutions;

- Ability to work under pressure in a fast-paced, high-availability environment and adapt to change in procedures and priorities;
- Skilled in interpersonal relations and project management;
- Skilled in expressing technical terminology in a manner that makes it understandable to end users with a variety of technical and non-technical backgrounds;
- Familiar with information security best practices and implementation of security procedures;
- Candidates must be self-motivated, work well either independently or as part of a team and must be capable of balancing multiple projects.

APPLICATION REQUIREMENTS

1. ASU Employment Application (http://www.angelo.edu/forms/pdf/Staff_Application.pdf)
2. Letter of interest
3. Resume
4. Contact information of at least three professional references

Official transcripts will be required of job candidate recommended for employment.

Mail to: Office of Human Resources
Angelo State University
ASU Station #11009
San Angelo, TX 76909

Or fax to: 325-942-2156

APPLICATION DEADLINE

Open until filled.

UNIVERSITY PROFILE

<http://www.angelo.edu/publications/employment/universityprofile.html>.

AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER