



JOB DESCRIPTION

POSITION TITLE: IT Help Desk

SUPERVISOR: Executive Vice President

DUTIES AND RESPONSIBILITIES

(NOTE: Urshan currently outsources certain IT services to a third-party company. The IT Help Desk should expect to work in conjunction with that company on some tasks)

- Conducts general troubleshooting of campus technologies (software, hardware, etc.), including the management of IT ticket system in conjunction with the third-party company.
- Works with the third-party company to daily monitor and maintain technologies.
- Assists in the development, implementation, and maintenance of information security and privacy policies, standards, guidelines, baselines, processes and procedures in compliance with state and federal regulations and standards.
- Assists in managing the organization's effectiveness and efficiency by defining, delivering, and supporting strategic plans for implementing information technologies. Provides input and advocacy regarding prioritization of infrastructure investments that relate to IT.
- Conduct technological research by studying organization goals, strategies, practices, and user projects.
- Recommends IT strategies, policies, and procedures by evaluating organizational outcomes; identifying problems; evaluating trends; anticipating requirements.
- Accomplishes financial objectives by working with administration to forecast requirements; prepare an annual budget; schedule expenditures; analyze variances' and initiate corrective action.
- Maintains quality of service by helping administration establish and enforce organizational standards.
- Maintains professional and technical knowledge as needed.
- Provides technical support and helps to manage the development, maintenance, and training for the institutions' CMS, Canvas.
- Collaborates with and consults distance learning department as needed.

OTHER EXPECTATIONS

- Availability for extended hours during planned campus events that require IT assistance (such as move-in/registration week).
- Availability for on-call hours to handle unexpected troubleshooting issues that might arise during certain campus events.

KNOWLEDGE AND SKILLS NEEDED

- Technical understanding and management, analyzing information, problem solving, data center management, general budget development, strategic planning, quality management, coding, proficiency in Google Apps for Education, proficiency in Microsoft Office Suite

EDUCATION AND EXPERIENCE

- High school diploma or equivalent
- Some former professional IT experience is preferred (details can be discussed in interview)