Junior Support Services Technician

About St. Francis College:

St. Francis College (“SFC of the “College”) is revitalizing as we prepare to open a brand-new, state-of-the-art campus in downtown Brooklyn. We are a College rooted in a commitment to radical hospitality, to character formation, to inter-faith dialogue, and to creating conditions for students to learn the technical skills necessary to navigate a 21st Century workplace, while never losing sight of the importance of ensuring that all students learn to cultivate their humanity.

SFC is committed to diversity, equity, and inclusion and we serve one of the most diverse student populations in New York City and the country. St. Francis College has a 160-year history of serving New York City’s low-income, working class and immigrant families, and a mosaic of diverse individuals, offering our students opportunity—the opportunity to pursue a college education that is accessible and affordable and to use their hard-earned degree and experience to build careers and achieve economic mobility. Today, St. Francis College’s student body is 28% Hispanic, 24% Black, and 26% White. Over 60% of students are female and 47% receive federal Pell grants. Candidates who are culturally competent and have the professional skills, experience and desire to engage with a collaborative and diverse college and community, are particularly sought after for employment with the College. To learn more about St. Francis College and our commitment to diversity, equity and inclusion, please visit us at https://www.sfc.edu/.

About this Position:

Reporting to St. Francis College’s (“SFC” or the “College”) Associate Director of Support Services, the Junior Support Services Technician provides service and help desk technical support services to the SFC Information Technology user community, including faculty, administrators, staff, students and guests. This position implements and supports the College’s desktop computers, peripherals, multimedia, instructional technology and general technology as required.

Schedule: Full-time. Flexibility in work hours is required to accommodate changes to class schedules, enrollment, and other factors throughout the College’s academic year. This includes days, nights, weekdays, and weekends as may be required.

Duties and Responsibilities:

- Serve as the first point of contact for users with technical issues relating to a variety of technologies such as PCs, operating systems, applications, hardware, and multimedia equipment, and instructional technologies in a networked environment.
- Provide coverage of the College's support services desk and assist users in person, on the phone, and via email.
- Monitor the service desk for work tickets assigned in queue; respond to requests in a courteous, quick and effective manner.
• Ensure proper recording, documentation and closure of user requests, events, and problems in the support services ticketing system.
• Direct unresolved issues to the next level of support personnel or external IT resource as needed.
• Document internal procedures, technical resolutions, technical procedures, and other materials related to the College's support services desk.
• Troubleshoot, implement, modify, maintain, and repair a variety of computer hardware, software, peripherals, instructional technologies, and multimedia equipment, as required.
• Assist other Support Services Technicians with software and hardware vetting and testing.
• Assist in system image preparation, testing, and deployment.
• Perform PC setup and deployment for new employees using standard hardware, images and software.
• Responsible for opening and preparing technology areas for classes.
• Open and close technology rooms at the beginning and/or end of the workday.
• Perform all other duties as assigned.

Required Qualifications:

• High school diploma or GED.
• Minimum of one (1) year of relevant experience.
• Proficiency with Apple Mac OS X hardware and software deployment, configuration, and troubleshooting.
• Working knowledge of SCCM server or a similar product suite used for Windows device image development, deployment, and management.
• Working knowledge of JAMF JSS server or a similar product suite used for Apple device image development, deployment, and management.
• Knowledge of Windows operating systems (focus on Windows 10 and above), Mac OS X, Tablets including iOS and Android, smartphones, and multimedia equipment.
• Strong troubleshooting and problem-solving skills.
• Strong customer service skills and the ability to assist users with technical questions, requests, and issues.
• Demonstrated knowledge of computer, printer, and peripheral implementation, troubleshooting, and repair in a networked environment.
• Familiarity with large PC deployments in a networked environment.
• Ability to effectively convey information both verbally and in writing is required.
• Excellent time management and organization skills is required.
• Communication skills and cross-cultural abilities to maximize effectiveness with diverse groups of students, colleagues and community members.
• Commitment to diversity, equity, and inclusion in the workplace, and efforts to embed it into the St. Francis College culture.
• Ability to interact collaboratively and professionally with diverse groups and constituencies throughout the College.
• Culturally sensitive with an understanding and appreciation of a multi-cultural college community and the Franciscan traditions of St. Francis College.
• Strong commitment to the College’s mission and to its students, faculty and staff.

Preferred Qualifications:

• Associate’s Degree or above in an Information Technology or other related field.
- Minimum of two (2) years of relevant experience.
- Relevant experience working in a higher education setting.
- Prior experience using tools such as Quest KACE, Jamf JSS, Microsoft System Center, and Office365.
- Previous experience in audio visual and academic technology support.

Interested applicants can apply [here](#).

St. Francis College is committed to providing opportunities to all persons without regard to sex, race, creed, color, religion, national origin, citizenship status, age, disability, marital status, gender identity or expression, predisposing genetic characteristics, status as a victim of domestic violence, sexual orientation, status as a Vietnam-era or special disabled veteran, or any other characteristic protected by law in its education programs and activities or employment. The College is an Affirmative Action, Equal Opportunity employer and we are strongly committed to equity and to increasing the diversity of our faculty, staff, students, and the curriculum. Applications by members of all underrepresented groups are encouraged.