

JOB DESCRIPTION

POSITION: IT Support Specialist

DEPARTMENT: Law School - Information Technology

FSLA EXEMPT: Yes

POSITION SUMMARY: The IT Support Specialist is charged with providing specialized technical service for the Law School's computers and classroom technology. This person will also handle law school related student computer issues. Work is performed under limited supervision by the Director of IT with considerable latitude so that personal initiative and independent judgment are utilized.

ESSENTIAL FUNCTIONS:

- Install and maintain faculty/staff software and hardware
- Maintain knowledge of current technologies in the PC industry
- Install/replace/upgrade/repair client workstations as needed
- Record inventory additions, deletions and changes
- Perform routine maintenance on A/V equipment including bulb replacement, power source monitoring and replacement, cleaning, and cable management.
- Act as main point of contact for all faculty and staff computing issues.
- Train faculty on classroom equipment.
- Be on call 24/7 for PC or A/V emergencies.
- Aid in exam software administration during exam periods.
- Be available to provide support for special events that may fall after-hours or weekends.
- Monitor PC software for any defects and apply upgrades as needed

OTHER RESPONSIBILITIES:

- Other duties as assigned

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

- Bachelor's degree in Computer Science or experience in the field of computers and Audio Visual.
- Experience in hardware diagnosis and maintenance of PC systems.
- Requires specialized technical and administrative skills
- Good written, verbal, and interpersonal communication skills.