



POSITION DESCRIPTION

POSITION TITLE: Desktop Support Specialist

REPORTS TO: Assistant Director of Desktop Services

PRIMARY FUNCTION: The Desktop Support Specialist is a member of a team-oriented staff and shares the responsibility of providing the St. Olaf community with computing services. The Desktop Support Specialist works closely with other staff members to coordinate and support desktop computing on campus, manage computing labs, and provide general support services for students, faculty and staff. The Desktop Support Specialist also serves as the IIT staff representative to a select group of academic departments, and is responsible for assisting them to effectively integrate technology into the teaching and learning process.

AREAS OF RESPONSIBILITY:

35%—EDUCATION AND CONSULTING SERVICES

- Serve as the IIT staff representative to academic departments as assigned and overseen by the Assistant Director of Instructional Technologies.
 - Work with department faculty on the development of their computing skills, providing training and tutorial as necessary.
 - Install department and lab software.
 - Arrange special workshops and sessions of interest to the academic departments.
 - Research, review, and test new applications and technology ideas applicable to the academic departments.
 - Coordinate the installation of department labs.
 - Coordinate the installation of new faculty hardware, including physical set up, data transfers, special software installations, etc.
 - Participate in technology meetings, workshops, etc. held by and for the departments.
- Provide consulting services to St. Olaf faculty and staff to help refine ideas for innovative projects involving academic computing, including recommendation of appropriate hardware, lab design, and software.
- Provide department-specific and general consulting services to St. Olaf students.
- Conduct computer workshops on IIT-supported hardware and software.
- Work with the IIT staff to provide documentation and handouts for the programs and services available through the Information and Instructional Technologies.

30%--WINDOWS DESKTOP SYSTEM MANAGEMENT

- Coordinate the campus Windows computer systems configurations and software installations.
- Develop and document standards for software builds for campus computers, classrooms, and specialty lab facilities. Work will include coordinating faculty, staff, IIT staff, and students' participation in the evaluation and decision process.
- Develop mechanisms, processes, and documentation to effectively and efficiently set up new equipment with appropriate software builds.

- Coordinate and train staff to perform the actual software installations and develop a methodology for performing quality assurance checks on those installations.
- Research and test appropriate software packages for installation on campus computers.
- Manage the deployment of Windows applications using St. Olaf's software distribution system.
- Develop and maintain Windows computer images.
- Research, evaluate, and test software and hardware to be used at the College.

20%—SUPPORT SERVICES

- Assist faculty, staff and students with general computing questions and recommendations
- Respond to user's phone, walk-in, and Helpdesk inquiries in a timely fashion.
- Provide computing support services, like consulting with users about viruses and spyware problems, data transfers, backups, etc.
- Work with IIT staff to prepare software for IIT and public use. This involves thorough testing and evaluation of all new software packages, including documentation
- Assist the Macintosh System Administrator to support the Macintoshes in the public and residential hall lab facilities including system builds, software installations, and maintenance and lab set ups

10%--IIT STAFF WORK

- Attend all staff meetings
- Participate in IIT teams as assigned
- Prepare monthly activity reports
- Perform other duties as requested by the Assistant Director of Desktop Services and other members of the IIT Leadership Team

5%—STUDENT WORKERS

- Select, train, supervise and review student computing assistants

EDUCATION: **Essential:** B.A. or B.S. degree

EXPERIENCE: **Essential:**

- 2+ years of experience supporting operating systems including Windows and Mac OS
- Fluent in the Microsoft Office suite of applications.
- Experience with academic software including course management systems (Moodle, WebCT, Blackboard, etc.), statistics packages (SPSS, Minitab, R, etc.), Multimedia applications (Photoshop, scanning, iMovie, etc.), and other applications used in higher education learning environments.

Desirable:

- Experience creating and maintaining Windows computer images.
- Experience with virus removal tools, desktop backup systems and printer setup and management.

KNOWLEDGE, SKILLS, ABILITIES:

- Fluent in the Microsoft Office suite of applications.
- Experience with virus removal tools, desktop backup systems and printer setup and management.
- Experience with Windows system management software
- Effective interpersonal skills.
- Effective oral and written communication skills.
- Ability to work effectively in a team environment.

SUPERVISORY RESPONSIBILITIES: Will provide functional supervision for student workers.

CONTACTS: Staff, faculty, and students on a daily basis and with the President, Provost, Vice Presidents, Deans and Department heads as needed

WORKING ENVIRONMENT Office environment

WORK SCHEDULE: FTE: 1.0
Term: Full Year
Shift: Campus Office Hours 8:00am –5:00pm, Monday – Friday. Some evening and weekend hours may be required.

PHYSICAL DEMANDS: None

APPROVAL: Jennie Moberg

DATE: February 2012