

**Technology Support Specialist—Job Description**  
St. Olaf College  
Information and Instructional Technologies  
March 2011

**ABILITIES, KNOWLEDGE, AND SKILLS**

- B.A. or B.S. degree
- 1 to 3 years experience supporting Windows and Mac OS systems
- Well-versed with Mac OS/X and Windows
- Experience doing computer troubleshooting and diagnostic work
- Fluent in the Microsoft Office suite of applications
- Experience with virus and/or spyware control and removal procedures
- Effective oral and written communication skills
- Ability to work effectively in a team environment
- Experience in an educational setting and use of educational software a plus.

The Technology Support Specialist is a member of a team-oriented staff and shares in the responsibility of providing the St. Olaf community with academic computing services. The Technology Support Specialist works closely with other team members to coordinate and support desktop computing on campus, manage the public labs, provide Helpdesk services, and provide general support services for students. The Technology Support Specialist is responsible for assisting users with questions, working with academic departments, troubleshooting computing problems, and assisting with workshops and seminars. The Technology Support Specialist reports to the Assistant Director of Desktop Services.

**60%—EDUCATION AND CONSULTING SERVICES**

--Serve as the IIT Staff Liaison to academic departments as assigned. Duties include:

1. working with department faculty on the development of their computing skills, providing training and tutorial as necessary.
2. installing department and lab software,
3. arranging special workshops and sessions of interest to the academic departments
4. supervising student computing assistants
5. researching, reviewing, and testing new applications and technology ideas applicable to the academic departments
6. coordinating the installation of department labs
7. coordinating the installation of new faculty hardware including physical set up, data transfers, special software installations, etc.
8. participating 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 Information and Instructional Technologies.

**30%—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 desktop support services such as consulting with users about virus and spyware problems, data transfers, and backups, etc.
- Assist with equipment set up and delivery.
- 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 users with back up and data transfers to new equipment.
- Provide research, testing, and advanced trouble-shooting support for operating systems, applications, and hardware. Work may include assisting other staff to resolve difficult computing problems not resolved by standard means.

### **10%—IIT STAFF WORK**

- Attend all staff meetings.
- Participate on IIT teams as assigned.
- Evaluate new technologies and software appropriate to St. Olaf.
- Prepare monthly activity reports.
- Assist with special events.
- Participate in group projects.
- Perform other duties as requested by the Director.

### **CONTACTS**

The Technology Support Specialist interacts with faculty, students, and staff on a daily basis. He or she also interacts with Deans and Department heads as needed.

### **WORK SCHEDULE**

The Technology Support Specialist is a full time, temporary position starting immediately through July 31, 2011. Evening and weekend hours are required.