

THE CATHOLIC UNIVERSITY OF AMERICA

Technical Support Specialist I (full-time, 35 hours/week)

Technology Services

Position 101930

Position Summary: The role of the Service Desk includes: providing technical support to the CUA community with the highest level of customer service; solving technology problems and answering questions for applicants, students, alumni, faculty, staff and other constituents in the areas of software, computing hardware and network services; deploying and troubleshooting LAN-based technologies. Supports, monitors, tests, and troubleshoots hardware and software problems pertaining to the local area network (LAN). Recommends and schedules repairs. Provides end user support for all applications. Installs and configures workstations, software and telephone services.

Essential Responsibilities Include: Demonstrate mastery of the Technology Services Service Desk core knowledge set. Troubleshoot campus technology problems and requests received through designated channels. Read or listen to the explanation of the incident, determine the probable cause, logically taking the customer through a step-by-step problem determination procedure as needed. Make campus field visits to the customer for problems or requests that cannot be resolved remotely. Provide timely resolution to common technical questions and problems. Use clear and logical thought processes to analyze and break down the incident using previous experience and knowledge to reach the root cause of the problem. Use initiative to find ways of solving service requests while adhering to established policies and procedures. Successfully complete service requests within requirements of service level agreements or other performance goals established by the supervisor. Write and maintain procedural or technical documentation for the user community, and internal documentation for the Service Desk. Correctly coordinate with other Technology Services staff as needed to resolve problems. Increase personal knowledge of the CUA business and technical environment, including tools, policies and procedures, with the goal of increasing problem resolution rates.

Minimum Qualifications: High School diploma is required or in place of a diploma, a G. E. D. with one (1) year of college. Candidates must also have demonstrated experience in a position providing technical support to end-users or customers. Knowledge of Microsoft Office. Internet applications such as web browsers. Local area networking (TCP/IP) principles and methods, Deep experience using Microsoft Windows or the Mac OS. Excellent customer service approach to dealing with people at all levels. Exceptional ability to bodies of knowledge in troubleshooting and solving technical problems. Ability to learn and adopt new ideas and technologies. Excellent organizational skills to organize work coordinate with other team members to accomplish goals, and ensure progress is made on assigned tasks. Ability to work effectively in teams. Current CompTIA A+ certification or Microsoft Certified Solutions Associate (MCSA) for Windows 7 or later required or will to complete during the first year of hire.

Preferred Qualifications: Mobile devices provisioning principles and methods. Operating system and application deployment principles and methods. Windows 7 or later installation, configuration and deployment in an Active Directory environment, Apple Mac OS X 10.6 or later installation, configuration and deployment. Troubleshooting and successful remediation of client computing and peripheral hardware devices, operating systems, telephone sets, device drivers, client device network connectivity and performance issues. Troubleshooting and successful remediation of client computing network connectivity and remote access issues. Configuration and troubleshooting of mobile devices. Excellent verbal and written communication skills in the English language

How to apply: forward application, resume, and cover letter with salary requirements as an attachment to **(salary expectations are considered part of application process):** CUARecruitment@cua.edu. Reference position 101930 in subject line of email. Please do not include photos on resumes and save documents with first/last names. **All applicants must be supportive of the mission and vision of *The Catholic University of America*.** Position is open until filled.

The Catholic University of America
Human Resources, 170 Leahy Hall
620 Michigan Ave, NE
Washington, DC 20064
Fax: (202) 319-5802

Telephone: (202) 319-5050