



Technical Support Specialist II (full-time, 35 hours/week)
Technology Services
Position 101978

Position Summary: 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. Receive IT service requests through designated channels. Record all actions taken to resolve requests and incidents in the service request record. Update the service request record upon resolution or escalation, accurately describing the outcome or reason for escalation in the service request record. Track outstanding service requests and report to the supervisor those that cannot be resolved in a timely manner as required by Service Level Agreements.

Deploy and maintain LAN-based technology, including client computers, mobile devices and related peripherals, displays, input devices, printers/scanners and telephone services; integrate the equipment into the university technology environment, installing and maintaining configuration settings necessary to accomplish this. Install and configure client computing devices and operating systems; create, modify, manage and deploy hard drive software images; install and configure software applications; operate client device management software systems; interface with server and networking staff as needed. Configure, troubleshoot and remediate client computing and related hardware devices, operating system startup settings and device drivers, and troubleshoot and remediate device and operating system performance issues, operating system services, and network access issues. Configure, troubleshoot and remediate classroom technologies, including A/V equipment and lecture-capture hardware and software. Deploy classroom hardware and software. Maintain inventory and documentation of equipment and software, including specifications, configuration, licensing, and product lifecycle and maintenance information. Work independently or in teams to carry out assignments within the framework established by the supervisor and in conformance with established practices and procedures; bring unexpected or controversial findings to the supervisor's attention. Provide regular progress and status reports to the supervisor. Create and present written or oral briefings. Cross train staff in technologies as required. Participate in Service Desk group meetings and activities. Participate in interdepartmental Technology Services meetings and project teams as directed. Follow CUA and Technology Services staff guidelines and requirements. Perform other job-related duties as assigned by the immediate or higher supervisors.

Minimum Qualifications: High school diploma with at least three (3) years' experience in the computer field and two (2) years' experience providing customer-facing technical support. CompTIA A+ (required passing certification within one year of hire date). Microsoft Certified Solutions Associate (MCSA) for Windows 7 or later is required.

Required knowledge of IT concepts, principles, methods, and practices; Microsoft Windows in an Active Directory environment; Microsoft Office, especially Word, Excel, PowerPoint and Outlook; Internet applications such as web browsers; Local area networking (TCP/IP) principles and methods; Wireless networking (802.11) principles and methods; Client device remote access principles and methods; Mobile devices provisioning principles and methods; and Operating system and application deployment principles and methods.

Technologies or processes that are required are 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.

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 101978 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 open till 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