



## EMPLOYMENT OPPORTUNITY

**Date: January 2021**

**Open until filled**

If you have questions regarding this position, please contact Sudha Peethala [sudhapeethala@multnomah.edu](mailto:sudhapeethala@multnomah.edu) 503.251.6557

### **Job Title: Lead Helpdesk Technician**

**Reports To: Director of Information Technology**

**Mission: *To provide support and management of end user and student applications and systems, to provide lead helpdesk support to assist and serve all Multnomah employees with computer hardware and software needs and issues, and to provide project direction of student helpdesk employees.***

#### ***Primary Responsibilities:***

##### ***Manage Helpdesk Responsibilities***

- Create and manage FAQ/Wiki with technical support information for students.
- Diagnose and resolve issues with campus computer hardware and software and related systems in a time sensitive environment.
- Manage installation and configuration of computer lab thin client and back-end host server.
- Assist with organizing and planning software and hardware upgrades.
- Liaison with Systems Administrator to provide entry level support of VMWare and Server infrastructure where applicable.
- Diagnose and resolve issues with campus telecommunications-related equipment as a back-up to the Network Administrator.
- Manage annual PC replacement process and PC inventory spreadsheet.
- Occasional evening and weekend support.
- Other responsibilities as assigned.

##### ***Maintain IT Department Support Procedures***

- Attend departmental meetings.
- Communicating well with other team members and work in conjunction with senior departmental staff
- Assist with documenting the inventory, installation, and servicing of IT-related computer and phone systems. Keep documentation up to date.

##### ***Communication Skills and Work Habits***

- Communicate openly and clearly in a Christ honoring and congenial manner, both within the department and to those outside the department.
- Represent Multnomah well in dress, grooming and actions.
- Show discernment in use of time.
- Communicate regularly and openly with Supervisor/Director.
- Encourage an atmosphere of unity and collaboration among university departments.

**Qualifications:****Job-specific Requirements:**

- A customer service-oriented personality who enjoys interacting with people.
- Must possess technical support experience.
- Proficient in knowledge with Windows 7, 10, and Mac OS X operating systems.
- Proficient in knowledge of Microsoft Office suite
- Basic working knowledge of Powershell and Java scripting.
- Working knowledge of Windows Server 2008 and above.
- Desired working knowledge of VMWare.
- Demonstrated troubleshooting abilities.
- Must be able to work independently and maintain confidentiality of data contained in Multnomah systems and databases.
- Possess a strong understanding of all hardware pertaining to a Mac and PC.
- Wholeheartedly ascribe to the Multnomah employee values.

**General Employment Requirements:**

Because we believe that professionally qualified, committed Christian personnel are key to the operation of a truly Christian university, and that not only teachers, but all employees, by the pattern of their lives, serve as role models to our students, all employment positions at Multnomah contain the following relating to required personal qualities:

- Employees will have received Jesus Christ as his/her personal Savior. John 1:12
- Employees will be in basic agreement with the institution's doctrinal statement.
- Employees will believe the Bible is God's Word and standard for faith and daily living. 2 Tim. 3:16-17
- Employees will be a Christian role model in attitude, speech and actions towards others. This includes being committed to God's biblical standards for morality and sexual conduct. 1 Tim. 4:12, Luke 6:40, Col. 3:17, Titus 2:7-8, 1 Thess. 2:10 and 5:22.
- Employees will be actively involved in a local church.

**This is a full-time support staff position with benefits including medical options, dental, vision, life insurance and disability benefits, also paid holidays, vacation accrual and sick time all beginning the first day of the month following one month of employment. A generous Employee Tuition Grant is available after 1 year of employment.**

**To Apply: Find the application online [www.multnomah.edu/Careers](http://www.multnomah.edu/Careers)**

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