



MULTNOMAH
UNIVERSITY

EMPLOYMENT OPPORTUNITY

Date: September 2021

Open until filled

If you have questions regarding this position, please contact Sudha Frederick P sudhapeethala@multnomah.edu 503.251.6557

Job Title: IT Helpdesk Systems Administrator

Reports To: IT Services Manager

Mission: *Provide support and management of end user and student applications and systems. Provide helpdesk management and support to serve all Multnomah faculty, staff and students with computer hardware and software needs and issues. Provide project direction of student helpdesk employees.*

Primary Responsibilities:

Helpdesk & Systems Administration

- Provide excellent IT support
- Resolve technical issues by following the resolution process:
 - Identify the issue
 - Determine the cause
 - Establish an action plan to resolve the issue
 - Execute the plan
 - Test the resolution applied
 - Verify full system functionality
 - Document the issue: cause, resolution and steps to resolution.
- Attend to helpdesk ticket queue, user administration, security, hardware management and related items
- Troubleshoot MAC & Windows-based laptops, printers, basic LAN and WAN connections and mobile devices
- Support the new hire onboarding process by preparing all IT systems; build, upgrade and maintain workstations, for support of Tier I/II business applications
- Maintain asset management across the organization
- Support and maintain servers and systems, plan for and respond to service outages and other problems.
- Assist the Infrastructure Manager in all server management related tasks
- Create and manage PowerShell scripts
- Set up security policies for users
- Assist in projects that involve coding
- Troubleshoot network connectivity issues
- Automate workflows
- Partner with IT Director on IT initiatives
- Perform installations and firmware upgrades on operating systems, docking stations, and VoIP hardware
- Manage Zoom accounts for all staff and faculty
- Provide media support for classrooms, faculty, students, staff, and all Multnomah events.
- Create and maintain department documentation and create knowledge base as necessary, system interdependencies, and end-user documentation
- Create new processes as needed

Documentation and Department Support

- Attend department meetings
- Communicate positively with team members and work in conjunction with senior department staff
- Assist with documenting the inventory, installation, and servicing of IT-related computer and phone systems.
- Maintain up to date documentation.

MULTNOMAH UNIVERSITY

8435 NORTHEAST GLISAN STREET PORTLAND, OREGON 97220 PHONE: 503.255.0332 TOLL FREE: 800.275.4672 WEB: WWW.MULTNOMAH.EDU

Communication Skills & 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
- Possess technical support experience
- Proficient in knowledge with Windows 7, 10, and Mac OS X operating systems.
- Proficient in knowledge of Microsoft Office suite
- Proficient in PowerShell and Java scripting
- Experience in C#
- Working knowledge of Windows Server 2008 and above
- Desired working knowledge of managing virtual servers
- Experience with creating PO's and procession invoices
- Experience in procurement
- 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 Christian role models 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 link here: www.Multnomah.edu/Careers

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