

POSITION DESCRIPTION



HIGHER LEARNING COMMISSION

Job Title: Senior Support Specialist

Date: October 28, 2021
Department: Information Technology
Supervisor: Director of Information Technology
FLSA Status: Exempt
Supervisory: No direct supervision

Position Overview

The Senior Support Specialist is responsible for providing technical assistance to HLC staff, answering questions, and resolving computer problems in person, electronically, and over the phone, covering the use of computer hardware, software, printing functions, installation and updates, operating systems (primarily MacOS and some Windows), telecommunications tools, audio-visual systems, and email. This includes rollout and administration of applications, tracking licenses, and managing triage in the help desk system, as well as configuring, distributing, and troubleshooting hardware such as laptops, desktops, monitors, accessories, and other equipment. The Senior Support Specialist interacts with various vendors to procure licenses, open and track problem tickets, and research solutions and best practices. The position develops written documentation for end users and generates process documentation for the IT team. The Senior Support Specialist works with the Associate Director to produce training materials and conduct one-on-one and group training for internal customers on an ongoing basis. The position works closely with the Senior Systems Administrator to perform user administration of staff equipment, application management through Jamf, and general administration and support of Microsoft 365 tools, and collaborates on systems administration, networking infrastructure, and security projects, as well as other duties as assigned.

Duties and Responsibilities

- Evaluates, prioritizes, and responds to help desk service requests according to IT department requirements, service level agreements, policies, and established standards, keeping users regularly updated on the status of their requests
- Maintains expertise in commonly used technology tools at HLC to efficiently support staff in their work
- Resolves hardware and equipment issues at HLC worksites, including the HLC office, Board of Trustees meetings, and HLC events
- Monitors and shares out information regarding upcoming changes to applications and SaaS systems
- Participates in identifying training needs, recommending training resources, and conducting frequent training of staff in the use of internal technology tools, including 1:1 training of staff members as needed
- Develops and maintains written procedures for internal IT systems, establishes and expands on internal knowledgebases, and organizes information for reference in conjunction with other IT members
- Escalates to and coordinates with third-party entities including vendors and consultants to resolve problems, conduct research, and procure licenses
- Researches troubleshooting steps and best practices to resolve issues and make recommendations to the IT Department
- Participates in the testing, versioning, and deployment of OS updates and software applications
- Partners with the Senior Systems Administrator to conduct onboarding and offboarding of staff
- Coordinates with Operations and other IT staff to maintain asset inventory tracking and licensing information
- Participates in IT-related projects, including rollout of hardware and applications to staff, and future systems planning
- Works closely with other IT staff members to achieve departmental and organizational objectives
- Maintains technology skills needed for position and adapts to technology changes as required
- Performs other duties as assigned

Qualifications and Competencies

- Bachelor's degree (Computer Science preferred) or relevant experience
- 4 years of experience in IT desktop administration/operations
- 3+ years of experience in direct end-user support, including Apple products and MacOS
- 2+ years of experience in Microsoft Office deployment, operations, and support
- Advanced technical troubleshooting and problem-solving skills required
- Demonstrated college-level written and verbal communication skills
- Ability to communicate technical ideas and concepts to non-technical audiences
- Ability to prioritize numerous issues of varying severity, and effectively manage the resolution of all issues while focusing on customer service and the end-user experience
- Ability to multi-task and to work independently and collaboratively while proactively anticipating customer needs
- Ability to manage or collaborate on projects to ensure successful and timely delivery
- Demonstrated knowledge of Mac OSX, Windows 10, Microsoft 365, and Microsoft Office applications as well as exposure to Active/Open Directory, Adobe products, email administration, and databases
- Experience with JAMF Casper Suite desired
- Experience with Filemaker Pro desired
- Experience with Windows and Windows on a Mac using Parallels desired
- Experience with Microsoft Exchange Online and Office 365 administration desired
- Experience with web conferencing systems such as Microsoft Teams, GoToMeeting, Zoom, and WebEx desired
- General knowledge of commonly used industry concepts, practices and procedures
- Possession of any of the following certifications is preferred: A+, Microsoft 365 Certified: Modern Desktop Administrator.

The information in this position is intended to generally describe the duties and responsibilities and qualifications and competencies of the above-named position. This position is not an exhaustive list of all the responsibilities and requirements of the position. HLC reserves the right to modify this position description at any time.