



Adrian College

Position Title:	IT Technology Support Coordinator
Purpose of Position:	Support technology systems and related infrastructure serving student, faculty, and staff
Classification:	Administrator
Education:	Associate's Degree in computer science, related field or equivalent professional experience
Supervision Received:	Minimal Supervision; reports to the Director of Information Technology Services
Work Schedule:	Full-time; Monday –Friday; some evening and weekend work will be required

Example of Duties:

This position requires a variety of technical skillsets commonly found with a background in Computer or IT Support. The successful candidate will:

- Oversee all areas of the Help Desk including interviewing, scheduling, training, and monitoring multiple IT Student Workers.
- Manage and administer the Help Desk support ticket portal system.
- Demonstrate a strong customer-service approach to serving the campus community
- Provision, de-provision, or modify, all student, alumni, faculty, adjuncts, and staff network and email accounts
- Respond quickly to Faculty and Staff hardware and software questions
- Setup, configure, support, and maintain standardized classroom technology such as computers, laptops, projectors, and audio/video systems.
- Assist with installing software, application upgrades, and security patches on campus computers.
- Facilitate Adjunct and New Student Orientation IT training
- Facilitate security badge changes with Safety Desk into Active Directory
- Administer the campus mass notification system
- Provide training to faculty and staff wishing to maximize the effectiveness of technology
- Conduct research and make recommendations regarding classroom technology, trends, and emerging technology

Minimum requirements:

- Associate degree in computer science, computer networking, information systems, or equivalent field preferred with 2+ years of experience working in a diverse computing environment or equivalent combination of education and experience.
- Experience with Active Directory, Windows, Mac OSX, iOS, and Android environments.
- Experience supporting wired and wireless clients connecting to network systems.
- Excellent written and verbal communication skills
- Must be able to sit at a desk for long periods of time and lift up to 50 pounds

The requirements listed above are representative of the knowledge, skill, and/or ability required.

Desired Qualifications:

Bachelor's Degree in a relevant field of study. Experience with environments or SSO solutions such as OneLogin. Previous experience with Google Workspace and Office 365 a plus. A+ Certification. Knowledge of Adrian College policies and procedures.

Adrian College is an Equal Employment Opportunity Employer. If offered a position, finalist must furnish proof of U.S. citizenship or proof of eligibility to work in the U.S. within three (3) days of commencing employment.

Interested individuals should submit a cover letter, wage requirements, resume, and the contact information for three references to Darin Seiler (dseiler@adrian.edu).