ADMINISTRATIVE POSITION ANNOUNCEMENT

TITLE OF POSITION/RANK: Technical Support/Computer Lab Administrator

DEPARTMENT Quinn Library, Lincoln Center

RESPONSIBILITIES:
- Reports to Head of Access, Information and Collection Services & Operations and the Director of EIC
- Provide analysis, diagnosis and resolution of desktop problems for all Quinn Library and QuinnX computers, printers, and scanners
- Install, upgrade, support and troubleshoot for printers, scanners, computer hardware and any other authorized peripheral equipment in the library.
- Assist patrons with software applications, print jobs, backup procedures, Wi-Fi connectivity issues, and AV functionality issues.
- Cover regular shifts at the Library Services Desk along with colleagues, gaining a practical understanding of library services and system while assisting staff, students, and faculty.
- Responsible for orienting staff on the use of computing and telecommunications equipment, assisting staff in the use of existing hardware and software, as well as identify trending or underlying IT issues and develop training aids for staff.
- Test problem solutions and implementations to ensure functionality and accuracy while following up to ensure adequate resolution.
- Research, adapt, and develop projects incorporating technology and library services.
- Supervise student assistants and train them for basic computer and AV support.
- Provide audio-visual support for video conferencing (WebEx, Skype, Zoom, Google Hangouts, etc.).
- Works with the Director of Information Technology Services to ensure system integrity, reliability, responsiveness, security and compliance with university and library policies.
- Works with vendor support contacts to resolve technical hardware issues.
- Develop relationships and work with other university IT team members regarding new software builds and upgrades.
- Coordinates remote printing in collaboration with IT administrator, utilizing Pharos system infrastructure.
- Collaborates with Distance Learning Liaison, supporting all issues relating to remote access and technical assistance.

QUALIFICATIONS:
- B.A./B.S. in Computer Science, Information Systems, or equivalent.
- Minimum of one year's experience in a library, academic computing or IT department.
- Must be proficient in desktop imaging and deployment tools, including (but not limited to) Symantec Ghost, LANDesk, and DeepFreeze
- A+ and Microsoft certifications a plus.
- Strong knowledge of TCP/IP, DNS, DHCP, FTP, SMTP, IMAP, wireless communications and other Internet protocols.
- Working knowledge of Operating Systems (Windows, OS X, IOS, Android) and applications/desktop software including Microsoft Office products.
- Strong knowledge of media-related hardware preferred.
- Ability to install, configure and troubleshoot PC and network-related hardware.
- Must be well organized and able to work well with non-technical staff and patrons.
- Strong technical, analytical, and problem solving skills.
- Must be self-motivated, highly detail oriented with the ability to prioritize tasks.
- Must possess excellent communication skills, both written and oral.
- Must be able to lift and carry computer equipment weighing up to 50 pounds.
- Must be willing to work at RH or Westchester campus if necessary.
- Mandatory competency testing.

SALARY: Commensurate with experience

FLSA CATEGORY: Exempt

HOURS: Monday to Friday, 9am to 5pm
(Some evening and weekend flexibility required for Project deadlines and when library hours vary according to semester schedule.)

START DATE: 4/06/2020

SEND LETTER AND RESUME TO: Nick Alongi
Head of Access, Information, and Collection Services and Library Operations
nalongi@fordham.edu

Fordham University is committed to excellence through diversity and welcomes candidates of all backgrounds.
Fordham is an Equal Opportunity Employer –Veterans/Disabled and other protected categories