TITLE OF POSITION/RANK: Technical Support Assistant (part – time, non-benefited)

DEPARTMENT: Enrollment Group – Enrollment Technology, Rose Hill

RESPONSIBILITIES:
The Technical Support Assistant is responsible for providing technical assistance and training to the Fordham University Enrollment Group staff. Reporting to the Assistant Director of Enrollment Group Support Systems, the Technical Support Assistant will provide the following support:

- Provide desktop support and general technical support to Enrollment Group staff.
- Log details of customer requests in the University helpdesk ticketing system.
- Handle day to day maintenance, installation, and troubleshooting of the department’s Computers, Software, and office technology devices such as card readers, faxes, printers and scanners.
- Responsible for orienting staff on the use of computing and other equipment, as well as introducing new technological developments.
- Develop training materials and instructional videos.
- Assist and train Enrollment Group Technology student workers on hardware and software troubleshooting.
- Travel between Fordham University campuses as required.
- Other tasks as assigned.

QUALIFICATIONS:

- Associate or Bachelors degree, or at least three years in the computer technology field preferred.
- CompTIA, Microsoft and other technical certifications a plus, but not required.
- Have advanced knowledge of Windows, Active Directory and networking.
- Ability to configure and troubleshoot PCs, and network-related issues.
- Proven experience in troubleshooting hardware including copiers, printers, faxes, and scanners.
- Experience in supporting Banner, Hyland OnBase, and PowerFAIDS a plus, but not required.
- Must be well organized and able to work well with non-technical staff.
- Self-motivated, highly detail oriented with the ability to prioritize tasks.
- Excellent communication skills, both written and oral.

SALARY: Commensurate with experience.

START DATE: ASAP

SEND LETTER & RESUME TO: Miguel A. de la Cruz
Assistant Director of Enrollment Group Support Systems
Fordham University
mdelacruz@fordham.edu

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