

GRADUATE THEOLOGICAL UNION
Job Posting

COLLEAGUE SUPPORT ASSISTANT/ HELP DESK LEAD

GRADUATE THEOLOGICAL UNION CONSORTIAL IT SERVICES:

The Graduate Theological Union (GTU) is an ecumenical consortium of ten theological graduate schools. Consortial IT Services provides IT support and services for the member schools and the shared Flora Lamson Hewlett Library.

POSITION:

The Colleague Support Assistant/Help Desk Lead is a key member of the Consortial Information Technology Services (CITS) department at the Graduate Theological Union, which provides IT support for the member schools of the GTU-Consortium. This position is equally split between assisting the Colleague Systems Administrator in support of our Colleague by Ellucian system and functioning as the lead on our help desk. Colleague provides our consortium-wide student information system, as well as accounting functions at many of the member schools. Front line help desk staff provide timely and effective initial responses to trouble tickets and calls, resolving most requests and escalating others to senior staff when appropriate. This team member plays a crucial role in the ongoing success of the CITS support model and is directly supervised by both the Director of IT and the Colleague Systems Administrator.

ESSENTIAL JOB DUTIES & RESPONSIBILITIES: Assistant Colleague Support

- Assist in creation and maintenance of SQL queries in SQL Reporting Services.
- Create Colleague related user accounts and perform regular account maintenance, to assure that the accounts are kept current.
- Provide end user training on Colleague related systems to groups and on an individual basis, including the creation of written materials as needed.
- Perform regular data maintenance tasks in Colleague system, as directed.

ESSENTIAL JOB DUTIES & RESPONSIBILITIES: Lead Help Desk

- Participate as the lead help desk team member, insuring that all new tickets are responded to promptly, routed to appropriate staff members and that timely resolution standards are followed.
- Perform basic troubleshooting of client operating systems, printers and printing services.
- Install standard set of client applications (i.e. Microsoft Office, Office for Mac, Raiser's Edge, etc.).
- Oversee ongoing creation and maintenance of all hardware and software inventories.
- Assist in deployment of new computers.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PREREQUISITE SKILLS:

- A general understanding and knowledge of the Structured Query Language (SQL), with a demonstrated ability to create standard SQL queries is required.
- Experience working with Microsoft SQL Reporting Services is highly desirable.
- Must be familiar with Microsoft (i.e. XP, 7 Pro) and Mac (i.e. 10.4 and above) desktop operating systems. Some familiarity with Microsoft server operating systems (Windows Server 2003 and above) is desirable.
- Must possess a basic working knowledge of the Microsoft Active Directory infrastructure, preferably including exposure to the Exchange email collaboration environment.
- Must possess a good understanding of layer 2 campus switched network environments.
- Ability to read and create simple programs in the C# programming language needed.
- Strong communication skills, including the capacity to present ideas and solutions in user-friendly language both verbally and in writing.
- Must be highly self-motivated and directed with a keen attention to detail and well-honed analytical and problem-solving abilities.
- A strong customer service orientation is crucial, including the ability to relate well with a diverse population and display competence at cross-cultural relations.
- Must be able to work in a team-oriented, collaborative environment.
- Must have a valid driver's license and good driving record.

ENVIRONMENTAL DEMANDS:

- Hours of Work: 8:30 a.m. to 5:00 p.m. with one hour for lunch, but can occasionally exceed 40 hours per week.
- Must be available to work outside of the regular hours of work on an emergency basis or when required for system maintenance.
- 95 percent of the work is indoors, and 5 percent is outdoors (traveling between buildings, and to other member schools).
- Indoor work environment is temperature controlled.
- Minor exposure to electrical hazards when performing diagnostics and repairing computer equipment.
- Considerable amount of public contact with students, faculty, staff, and is essential.

MENTAL REQUIREMENTS:

- Reading, writing and basic math skills as necessary for performance of the job.
- Verbal communication skills. Ability to quickly organize and communicate thoughts effectively, and to understand communication from others.

- Ability to meet deadlines.
- Social Skills - Ability to relate cooperatively with IT Administrators, school faculty, staff, and students.

PHYSICAL REQUIREMENTS:

- Vision - ability to see very small items, determine color and carry out essential job functions.
- Hearing - ability to hear sounds of equipment, individuals and groups.
- Clear Speech - ability to communicate clearly with others.
- Standing - ability to stand as needed to carry out essential job functions.
- Walking - ability to walk to various parts of the PSR campus and other GTU campuses as needed.
- Lifting - ability to lift 40 lbs.
- Sitting - ability to sit while working on a computer.
- Climbing Stairs - ability to climb up to four flights of stairs while carrying a load of 15 lbs.
- Driving - must be able to drive PSR truck or own vehicle for pick-up and delivery of computer equipment and to travel to and from other GTU campuses.
- Carrying - ability to carry 25 lbs. for 25 feet.
- Bending - ability to bend/stoop as needed.
- Squatting - ability to squat sometimes.
- Pushing/Pulling - ability to push/pull cart/hand truck of equipment.
- Manual Dexterity - ability to grasp and manipulate small parts, screws, tools, and computer keyboard.

TOOLS AND EQUIPMENT USED:

Computer, scanner, phone, printer, fax machine, screwdrivers, wire cutters, photocopier, shredder.

APPLICATION INSTRUCTIONS:

Please include "apply Help Desk/Colleague" in the subject line of your email. Interested candidates should email resume and cover letter to: applyCITS@gtu.edu. The position will remain open until filled.

GTU is an Equal Opportunity Employer