

Computer Technical Support Specialist LSU AgCenter

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Posted Apr. 26, 2024, set to expire Aug. 26, 2024

Job Title	Computer Technical Support Specialist
Department	East Baton Rouge Parish
Institution	LSU AgCenter Baton Rouge, Louisiana
Date Posted	Apr. 26, 2024
Application Deadline	May 17, 2024
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Information Technology
Job Website	https://lsu.wd1.myworkdayjobs.com/LSU/job/0120-S-Knapp-Hall/Computer-Analyst--Campus-Technical-Support-Specialist-_R00080628
Apply Online Here	https://lsu.wd1.myworkdayjobs.com/LSU
Apply By Email	
Job Description	

POSITION VACANCY ANNOUNCEMENT

Work Location: Louisiana State University, Baton Rouge, LA

Position Description: We are seeking a dedicated Information Technology Campus Technical Support Specialist to join our team at the LSU AgCenter. This position plays a crucial role in upholding

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the technological infrastructure of our operations. Your responsibilities will span a diverse range of tasks, from installation to troubleshooting, ensuring that our team has the necessary tools to thrive. This role is onsite and is located in Knapp Hall on LSU's main campus.

We are looking for a self-motivated individual with an exemplary work ethic. The ideal candidate will be adept at managing their time efficiently, prioritizing tasks effectively, providing exceptional customer service and demonstrating initiative in all job responsibilities.

Key Responsibilities:

Systems Installation, Configuration, and Maintenance:

- Perform comprehensive installation and setup of computers, peripherals, and related equipment, ensuring optimal functionality within a Windows environment.
- Configure and support a range of software, including Adobe Creative Cloud, Microsoft Office suite and Windows operating systems, along with other essential packaged applications.
- Offer comprehensive support for mobile devices, including both Android and iOS platforms. Troubleshoot issues, configure applications, and ensure seamless integration with our enterprise systems to enhance user mobility and productivity.
- Apply break/fix expertise to promptly resolve hardware malfunctions and software discrepancies, maintaining system integrity and user productivity.

Technical Support and Problem Resolution:

- Deliver expert technical support through various channels such as telephone, remote access tools, and onsite visits, ensuring swift and accurate problem diagnosis and resolution.
- Utilize advanced troubleshooting techniques and customer service skills to provide end-users with solutions and guidance, enhancing their computing experience.
- Provide expert Audio/Visual support for a diverse range of programs. Set up, test, and manage A/V equipment to deliver high-quality sound and visuals that enhance presentations and events.
- Actively support meetings, conferences, and events as needed. Coordinate technical requirements, ensure equipment functionality, and provide on-the-spot troubleshooting to ensure smooth operation of all events.

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Communication and Documentation:

- Maintain clear and effective communication with users, team members, and the supervisory chain to facilitate information flow and collaborative problem-solving.
- Document all service requests and incident reports with precision, creating a valuable knowledge base for future reference and continuous improvement.

Research, Training, and Development:

- Research and evaluate the latest computing equipment and software to guide informed purchasing decisions, staying ahead of technological advancements.
- Collaborate with IT colleagues to develop and deliver comprehensive technical training to end-users and peers, fostering a knowledgeable and self-sufficient user base.

Travel and Field Operations:

- Travel can sometimes be required for events or conventions, including potential overnight travel.

Minimum Qualification Requirements:

- A bachelor's degree in a related field.
- At least one year of experience in systems installation, configuration, and maintenance.
- At least one year of experience with Windows 10/11 and Microsoft Office.
- Experience supporting a range of software, including Adobe Creative Cloud and Microsoft Office suite.
- Familiarity with mobile device support for both Android and iOS platforms.
- Basic understanding of networking principles and equipment (switches, routers, wireless access points).
- Adept at managing time efficiently, prioritizing tasks effectively.
- Ability to perform physical tasks and lift up to 50 lbs.
- Valid driver's license and personal vehicle for business travel (travel allowance provided).

Desired Qualifications:

- Bachelor's degree in computer science, information systems, or related field.

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- At least two years of experience in a technical support role with a strong focus on systems installation, configuration, maintenance, and problem resolution.
- At least two years of experience with Windows 10/11 and Microsoft Office.
- Proven track record of providing Audio/Visual support for various programs and events.
- Experience coordinating technical aspects of meetings, conferences, and events.
- Advanced knowledge of networking and telecommunications hardware.
- Relevant industry certifications such as CompTIA A+, Network+, ITIL Foundation, or Microsoft Certified Professional (MCP)

Salary and Benefits: Salary will be commensurate with education and experience. The LSU AgCenter has an attractive benefits package with a wide variety of benefit options. Current benefits offered include retirement, multiple medical insurance options, supplemental insurances (dental, life, long-term disability, accident, vision, long-term care, etc.), Tax Saver Flexible Benefits Plan (saves tax dollars on some child care and medical expenses), university holidays (14 per year, typically includes a week off at Christmas), generous annual (vacation) and sick leave benefits, Employee Assistance Program, and possible educational leave and tuition exemption for coursework at campuses of the LSU System. Specific benefits depend on job category, percent effort and length of employment.

Application Deadline: May 17th, 2024, or until a suitable candidate is identified.

Date Available: Upon successful completion of the hiring process.

Application Procedure: Apply online at <https://lsu.wd1.myworkdayjobs.com/LSU> (or through Workday for internal applicants) by attaching files containing a letter of application, curriculum vitae, official university transcripts, and three letters of reference. Paper, faxed or e-mailed application materials will not be accepted, except that in lieu of attaching the reference letters online, they may be sent directly to:

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CTSS Search Committee

LSU AgCenter Information Technology

241A Knapp Hall

Baton Rouge, LA 70803

Email: ctssvacancy@agcenter.lsu.edu

Web site: www.lsuagcenter.com

The LSU Agricultural Center is a statewide campus of the LSU System and provides equal opportunities in programs and employment. An Equal Opportunity Employer.

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

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