

Position: Information Systems Technician (Full-Time)

APPLICATION PROCESS AND HIRING TIMELINE INFORMATION

To apply for this position, you should submit:

1. [KWU Employment Application](#)
2. Cover letter,
3. Resume/curriculum vitae,
4. Three references,
5. Desired salary (may be entered on application)
6. Please email your application materials to hr@kwu.edu.

The timeline for filling this position is:

- Applications will be taken until the position is filled.
- Interviews will begin when qualified applicants are identified and continue until a hiring decision is made.
- The position starts as soon as possible.

KWU is an Equal Opportunity Employer and encourages diversity in employment. We will check references of past employers and personal references. We will acknowledge receipt of your application as soon as we receive it.

Location: Information Systems Department

Overview: The Information Systems Technician will: assist the department and Director of Information Systems in deploying, maintaining, and upgrading campus computers, printers, servers, and network devices. This position provides hardware, software, and network support to faculty, staff, students, and the campus community while supporting the overall effectiveness and efficiency of the University's technology systems.

Key Responsibilities:

- Install, upgrade, configure, and maintain hardware and software systems.
- Support and maintain the campus wireless and network infrastructure.
- Provide technical support to faculty, staff, and students, including help desk requests.
- Troubleshoot viruses, spyware, and connectivity issues.
- Support university-owned devices and assist with Bring Your Own Device (BYOD) connections.

Supervision: (20%)

- Supervise, assign tasks to, and evaluate 1 – 5 work-study employees.

Additional Duties (20%)

- Serve as secondary support for systems such as servers, email, Mac lab, and wireless infrastructure.
- Coordinate with vendors and repair technicians, including warranty and shipping returns.
- Maintain organization of repair and storage workspaces.
- Participate in meetings, committees, training, and professional development.
- Perform other duties as assigned by the Director of Information Systems.

Work Schedule: Full-time; typically, 40 hours per week. Some evenings and weekends may be required based on university and departmental needs.

Travel Requirements: Minimal off-campus travel; occasional travel may be required for training and professional development.

Performance Goals:

- Maintain high levels of user satisfaction and timely response to support requests.
- Successfully complete assigned projects and system upgrades.
- Demonstrate continuous improvement through professional development.
- Support the reliability and security of campus technology systems.

Qualifications:

- **Education:** Bachelor's degree required; degree in a computer-related field preferred.
- **Experience:**
 - Minimum of one year of experience in a computer-related field involving troubleshooting and technical support.
 - Working knowledge of Microsoft operating systems.
 - Basic understanding of macOS.

- Knowledge of TCP/IP networking, switches, routers, and firewalls.
- Three years of related experience is preferred.
- **Skills:**
 - Strong communication and customer service skills.
 - Ability to work independently and manage multiple priorities.
 - Commitment to the mission and values of private higher education.

Physical Working Conditions: Work is performed primarily in an office and campus environment with moderate noise levels. The position requires frequent walking, standing, sitting, use of hands and fingers for repetitive motions, and occasional lifting of up to 50 pounds. Occasional ladder climbing and work with ceiling-mounted equipment is required.

Travel Requirements: Minimal off-campus travel; occasional travel may be required for training and professional development.

Salary and Benefits: Salary based on experience and qualifications. Full-time employee benefits are provided.

Additional Information: A more detailed job description will be provided at the time of the interview.