Job/Position Description

Information Systems Technician

APPLICATION PROCESS AND HIRING TIMELINE INFORMATION

To apply for this position you should submit a KWU Employment Application, cover letter, resume/curriculum vitae, three references and your salary requirements. Please email your application materials to hr@kwu.edu.

In your cover letter please pay special attention to matching your actual qualifications to the required qualifications listed in this Job Description. Make sure you reference the position title on the subject line of your email. No phone calls please.

The timeline for filling this job is:
- Applications will be taken until job is filled.
- Interviews will begin when qualified applicants are identified and continue until the job is filled.
- The job starts as soon as possible.

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

ADMINISTRATIVE INFORMATION

JOB TITLE: Information Systems Technician

JOB'S DEPARTMENT: Information Systems

DEPARTMENT'S PURPOSE AND MAJOR RESPONSIBILITIES: The Information Systems Department major purpose is to identify, provide, install, and maintain the effectiveness and efficiency of the university's information and technology systems. Responsibilities include the purchasing, installation, and maintenance of software and hardware for the university and its personnel.

JOB'S DIRECT SUPERVISOR: Director of Information Systems

JOB'S EMPLOYMENT STATUS: Staff, Full-Time, Exempt, At-Will

JOB'S SALARY OR SALARY RANGE AND BENEFITS: Salary to be determined at hiring based on the applicant's qualifications and experience. Please submit your desired salary with your application and supporting documents. Benefits are available for full-time employees.

JOB INFORMATION

JOB SUMMARY: Assists the Director of Information Systems in deploying, maintaining, and upgrading all computers, printers, and networked devices on campus. Provides hardware, software, and network support for staff, faculty, students, and the campus community. Assists in the maintenance of servers, systems, and multiple networks on campus.

JOB WORKS WITH: Staff, faculty, students, and the campus community at large.

JOB'S BUDGET AUTHORITY: None

JOB'S PHYSICAL WORKING CONDITIONS: The employee is regularly in a typical office environment with adequate light and moderate noise levels. Working environment consists of air-conditioned buildings, tile, concrete and carpeted floors. Typical days include frequent walking throughout the campus, offices, and classrooms. While performing the duties of this job, the employee is regularly required to talk or hear and frequently required to stand, walk, sit, and use hands to handle files, computers, and phones; reach with hands and arms; stoop, and kneel. Frequent and regular repetitive movements required using the wrists, hands, and/or fingers. The employee will occasionally lift and/or move up to 50 pounds. The employee will also be required to occasionally climb ladders and change out ceiling mounted equipment.

JOB'S UNUSUAL HAZARDS OR WORKING CONDITIONS: Will work with electrical components which may create the possibility of electric shock and may be required to climb ladders to maintain ceiling-mounted equipment. Some repetitive hand motions associated with "keyboarding" may lead to repetitive motion injuries.

POSITION'S EQUIPMENT: University computers, servers, and wiring systems; bring your own devices (BYOD), personal cell phones; tablets or laptop computers.

POSITION'S WORK SCHEDULE: The Director of Information Systems will schedule this position as university and department needs dictate, however a work schedule of 40 hours per week is usually required. Some weekends and evenings may be required based on university and department needs.

TRAVEL REQUIREMENTS: Little off-campus travel is anticipated; however, some travel may be required for personal development opportunities and special training experiences.

JOB RESULTS, BEHAVIORS, AND PERFORMANCE MEASURES

JOB'S ESSENTIAL DUTIES:

1. **System Support and Installation (60% of time):** Responsible for providing support and installation of department systems and subsystems in order to create, maintain and enhance user satisfaction as well as system effectiveness and efficiency.
   1. Supports and maintains all campus computer systems.
   2. Supports residents, students, and employees with network/wireless connectivity.
   3. Supports the Information Systems Help Desk to troubleshoot and solve user requests (approximately 1200-1400 users).
   4. Supports Virus/Spyware detection and removal.
   5. Supports and maintains university owned tablets and mobile data devices.
   6. Installs, upgrades, updates, and maintains system software and hardware at the direction of the Director of Information Systems.
   7. Installs, configures, and distributes newly acquired hardware/software to end-users.

Other Duties (40% of time):
1. Serves as the secondary support for other campus systems including Shadow Protect and CommVault, Mac Lab, Exchange Email, Server Administration, Wireless Network, and System Infrastructure (Sonicwall Firewalls, Untangle NAC appliance, Aruba wireless controller, and building and Core switches
2. Supports and troubleshoots wireless connectivity issues for campus community
3. Interfaces with vendors and repair technicians, perform warranty/shipping returns of defective equipment
4. Organizes and maintains the repair and storage workspace.
5. Participates in meetings, committees, conferences, and project team activities as assigned.
6. Schedules and attends personal development training in order to maintain and gain relevant knowledge, techniques and skills.
7. Perform other appropriate and reasonably required duties as assigned by the position's supervisor.

JOB'S PERFORMANCE MEASURES AND STANDARDS: Actual performance standards for each measure will be set at least annually after consultation between the job holder and their direct supervisor based on the job holder's existing qualifications and experience.
1. Informal supervisor performance evaluations as needed.
2. Formal supervisor evaluation of quarterly performance goals (goals agreed upon between supervisor and position holder prior to each quarter).
   1. User satisfaction levels.
   2. User response times.
   3. Specific project completion goals.
   4. Specific personal development goals.
3. Formal supervisor evaluation of yearly performance.
4. Periodic user satisfaction survey.

JOB QUALIFICATIONS

EDUCATION:
- MINIMUM REQUIRED: Bachelor's Degree
- PREFERRED: Bachelor's Degree in a computer related field.

CERTIFICATIONS AND LICENSES:
- MINIMUM REQUIRED: None
- PREFERRED: Computer industry certifications

WORK EXPERIENCE:
- MINIMUM REQUIRED:
    - One year of experience (or equivalency) in a computer related industry involving troubleshooting and/or support service.
    - Working knowledge of all current Microsoft PC operations Systems.
    - Basic understanding of the Macintosh operating system.
    - Working knowledge of TCP/IP, networking and network protocols, switches, routers, and firewalls.
    - Working knowledge of all current Microsoft PC operating systems
- PREFERRED:
    - Three years of experience (or equivalency) working in a computer related industry involving troubleshoot and support services.

KNOWLEDGE, SKILLS, ABILITIES, and ATTITUDES – KSAA's:
- MINIMUM REQUIRED
    - Commitment to the philosophy of private higher education and the mission of the University.
    - Demonstrated ability to communicate clearly and effectively with system users.
    - Demonstrated ability to provide effective customer service creating satisfied users of the department's services.
    - Demonstrated ability to produce high quality work while working independently or with limited supervision.
    - Demonstrated ability to prioritize multiple and sometimes conflicting projects and responsibilities.
- PREFERRED
    - None

NOTICE OF SPECIAL JOB OR EMPLOYMENT REQUIREMENTS

1. THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHESIVE LIST OF ALL DUTIES AND RESULTS TO BE PERFORMED IN THIS JOB. DUTIES AND PERFORMANCE STANDARDS MAY BE ADDED, SUBTRACTED, AND/OR CHANGED BY YOUR SUPERVISOR AT ANY TIME DUE TO CHANGES IN DEPARTMENT OR UNIVERSITY REQUIREMENTS.
2. Unless exempt due to an employment contract signed by the President of Kansas Wesleyan University, all employees of Kansas Wesleyan are to be considered as an "at-will" employee.
3. All employees of Kansas Wesleyan University are considered "responsible employees" pertaining to Title IX regulations concerning both the prevention and reporting of sexual assault or harassment situations. As such, all employees must communicate with the Title IX Coordinator if they witness or hear about a sexual assault or harassment situation.
4. Kansas Wesleyan University is an equal opportunity employer and complies with EEOC and ADA employment requirements. It is and has been the policy of Kansas Wesleyan University to grant equal opportunity to all qualified persons without unlawful discrimination based on race, color, gender, age, national origin, ancestry, ethnicity, disability, sexual orientation, religion, or veteran status. To fulfill its mission as a Christian institution, preference in hiring shall be given to persons who can affirm the Institution's mission.
5. All "offers of employment" are subject to a criminal background check prior to employment.