

Computer Support Technician

Information Technology Services Henderson State University

Job Description: The Computer Support Technician is a full-time, twelve-month position. Under general direction, the Computer Support Technician is responsible for a wide range of activities related to computer support, such as maintaining, analyzing, troubleshooting, and repairing hardware, software, network, and telecommunication systems. This position is governed by state and federal laws and agency policy.

The Computer Support Technician will resolve hardware or software problems on both Windows and Mac computers by diagnosing the source of malfunctions, recommending corrective actions, and consulting with appropriate staff or vendors. The person in the position will install, configure, upgrade, maintain, or replace hardware, software, and peripherals for users (employees and labs); assist in planning and preparation on software, hardware, network, or other computer-related topics. This individual will assist in maintaining data, VOIP, video, and wireless networks, monitor all network systems for potential problems, and implement new network projects. Other duties include maintenance and security of door card access systems, installation and maintenance of security cameras across campus, and rotational support of after-hours service for emergency network outages or other major campus interruptions.

Qualifications: Henderson State University is an Equal Opportunity/Affirmative Action Employer with a significant commitment to the achievement of excellence and diversity among its faculty, staff, and students. In pursuit of this commitment, candidates will possess the formal education equivalent of an associate's degree in computer science, business systems, mathematics, or a related field, OR completion of technical training in computer science, information technology, or a related field acquired from a vocational, military, or industrial setting; plus, one year of experience in computer support operations. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management. OTHER JOB-RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE.

Performs other duties as assigned.

Salary: \$30,000.00 (entry level)

University: Henderson State University is located in Arkadelphia, Arkansas, a charming, family-centered community of 11,000 residents situated one hour south of Little Rock, Arkansas, on Interstate 30. Nestled in the foothills of the Ouachita Mountains, the community is home to

two universities, a strong public school system, a thriving medical community, two recreational rivers, the iconic Lake DeGray, and is approximately 30 miles from historic Hot Springs National Park, one of the great American treasures. Please visit www.hsu.edu, www.arkadelphiaalliance.com or www.arkadelphiaschools.org for more information about Henderson State University and our community.

Application: Interested candidates should submit a cover letter, resume', unofficial transcript(s), and three (3) professional references. Please email in PDF format to:

Phil Grace, Search Committee Chair
Director of IT Infrastructure
gracep@hsu.edu

Review of applications will begin immediately and continue until the position is filled. The final applicant for this position will be required to submit to a background screening, including a criminal background check pursuant to university policy. The applicant will also be required to provide official transcripts to Human Resources. Under the provisions of the Arkansas Freedom of Information Act, applications are subject to public inspection upon written request.