

PC Technician

The Center for Information Technology (CIT)/Academic Technology Mall (ATM) IT Specialist provides technical, administrative support for the enterprise-wide network at Hampton University and its various schools and departments. This role is responsible for supporting the ATM Help Desk's student. The PC Technician is responsible for assisting in daily help desk duties by providing excellent customer service to students, faculty, and staff. This position provides hands-on assistance to troubleshoot, repair, upgrade, and configure computer hardware, software, printer, and peripheral issues at the end-user site and at the Academic Technology Mall labs and classrooms. While the PC Technician will accomplish most tasks using current remote access tools, he/she will be required to walk or drive when remote access is not possible. The PC Technician will perform other duties as assigned.

Preferred candidates will have a general knowledge of PC/MAC, Windows operating system, and network infrastructure protocols, and hands-on work related experience. As a member of the Help Desk Team, the successful candidate will provide backup support for other team members as necessary.

Duties and Responsibilities:

- Support resetting authorized user's passwords and unlocking accounts
- Maintaining order and safety of students within the lab
- Answer help desk phones and respond to submitted help desk tickets
- Providing professional customer service
- Safeguarding all electronics, computers, and devices
- Repair computer hardware
- Install campus approved software
- Install operating system updates and patches
- Remove viruses and malware
- Troubleshoot computer system and related issues
- Install printers, scanners, audio devices, and other peripherals
- Setup computer systems for special events
- Performing other duties as assigned by management

Requirements:

- Must have a high school diploma and be able to pass a background check
- Must possess excellent communication skills
- Must be able to work well both independently and/or within a team environment
- Experience working with customers
- Applicant will be required to take a drug test, must possess a valid driver's license, and be willing to work different shifts and additional days during special events or when otherwise needed

Qualifications:

- *Preferred background and experiences:*
 - Associates degree in Information Technology or a relevant field of study
 - Hands-on knowledge and experience in the application/operation of Microsoft Office Suite software programs
 - Microsoft server certifications and Wireless network certifications
 - One year or more of current experience working a support department
 - Working knowledge using a work order ticketing system as an agent
 - Familiarity with cybersecurity best practices and principles
- *Highly desired background and skills:*
 - Skilled in use personal computers and printers
 - Understanding of databases
 - Formal training/education – BS Degree in a related field
 - Current CompTIA A+, Linux+, Network+, or Security+ certification desired
 - Current Microsoft MCP or MCSA desired

How to Apply

Please submit a cover letter, resume, and a completed Application for Educational Support Staff Employment either via email at HROFFICE@hamptonu.edu or fax to (757) 727-5969:

Office of Human Resources
Hampton University
Hampton, VA 23668

****No phone calls**

****Incomplete applications will not be considered**