IT Technician

We are seeking a qualified **IT Technician** that will install and maintain computer systems and networks. The successful candidate will be expected to have great troubleshooting abilities, attention to detail, and "train" users of the systems to appropriately and safely use our IT infrastructure.

Founded in 1868, Hampton University (www.hamptonu.edu) is located on approximately 300 acres of the Virginia Peninsula. It is a privately endowed, co-educational, nonsectarian institution of higher education and is fully accredited by the Southern Association of Colleges and Schools (SACS). Hampton University, an Historically Black College and University (HBCU), is enjoying tremendous growth and development from a traditionally teaching to a more research-intensive institution. Hampton University is currently a Masters-level institution of higher learning with a primarily undergraduate student population of approximately 4,600 students pursuing degrees in diverse areas of study.

Job Duties:

- Set up workstations/computers and necessary peripheral devices (routers, printers etc.)
- Check computer hardware and peripherals to ensure functionality.
- Install and configure appropriate software and functions according to specifications.
- Develop and maintain local area networks in ways that optimize performance.
- Ensure security and privacy of networks and computer systems.
- Provide orientation and guidance to users on how to operate software applications and computer equipment.
- Organize and schedule necessary upgrades and maintenance without undue interruption of users' daily work.
- Perform troubleshooting to diagnose and resolve problems (repair or replace parts, debugging etc.)
- Maintain records/logs of repairs and fixes and maintenance schedule.
- Review the inventory of computer or network equipment and recommend acquisitions as needed.

Qualifications

- Bachelor's degree in computer science or related field.
- Proven experience as IT Technician or relevant position.
- Excellent diagnostic and problem-solving skills.
- In depth understanding of diverse computer systems and networks
- Good knowledge of internet security and data privacy principles
- Certification as IT Technician will be an advantage (e.g. CompTIA A+, Microsoft Certified IT Professional)
- Excellent communication ability.
- Outstanding organizational and time-management skills.

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

Forms:
Visit Human Resources – Hampton University Human Resources to retrieve the educational support staff employment application and other supplemental application materials.