UNIVERSITY OF DALLAS

Specialist, IT User Support

WHO WE ARE

The University of Dallas (UD) is a Catholic liberal arts university known for its excellence in academics. We have consistently ranked as one of the top regional universities in the country, holding a place on both U.S. News & World Report’s list of the Best Regional Universities (West) and Forbes’ Best Value Colleges. We are dedicated to and guided by our Mission and thrive on professional development, a family-oriented environment, our rich traditions, and exceptional employee benefits.

JOB DESCRIPTION

UD is currently seeking an IT User Support Specialist. This position will provide computing support for all end-user workstations, software, and hardware applications. This individual will serve as an intermediary between faculty, staff, and students for user-level network and desktop computer technical support and computing services.

PRIMARY RESPONSIBILITIES

- Install, configure, troubleshoot, update, and maintain university desktop computers, peripherals, tablets, and software for faculty and staff.
- Ensure student network connectivity by creating new accounts, maintaining existing accounts, handling account access, and troubleshooting connectivity issues.
- Install, configure, troubleshoot, update, and maintain university software for faculty and staff.
- Conduct diagnostic tests to investigate and resolve problems.
- Answer user questions regarding computer software or hardware operations to resolve problems.
- Coordinate with team members, Infrastructure Staff, and Banner ERP staff to resolve issues/questions effectively.
- Maintain a record of daily communications, problems, and actions taken to resolve them, and outcomes.
- Interface with outside vendors or technicians regarding repairs or replacement of defective equipment.
- Train/guide faculty/staff to properly use hardware or software.
- Confer with users, supervisors, and management to establish new systems or modifications requirements.
- Define, refine and implement strategies for managing technical issues across campus.
- Support the development and implementation of processes and/or procedures to ensure the quality of services provided.
- Assist in supervising student workers for the user support office and computing labs.
- Stay current with relevant advances in technologies.
- Other duties as assigned to ensure the efficient and effective operation of the Information Technology Department.
MINIMUM REQUIREMENTS

• Bachelor’s degree or the equivalent combination of education and experience.

ADDITIONAL INFORMATION

• Willingness to respond quickly and efficiently to the needs and requests of others.
• Ability to adapt to changing requirements or priorities.
• Ability to provide oral and/or written recommendations and/or instruction related to computer software and hardware in a clear and constructive way.
• Knowledge of PC, MAC, a variety of software and mobile devices.
• Knowledge of computing requirements in an enterprise setting.
• May be required to supervise student workers.

BENEFITS

UD provides competitive pay and benefits, including eligibility to participate in medical, dental, life, and disability insurance; employee events; a health and wellness program; a free fitness center; competitive leave programs; tuition benefits for employees and their families; and matching retirement plan contributions.

If this sounds like the job for you, apply online at: https://hr.udallas.edu/apply/

The University of Dallas seeks to recruit, develop, and retain faculty, staff, and administration of the highest caliber.

The University is an Equal Opportunity Employer and encourages applications from female and minority candidates and others who will enhance our community and advance our Mission.