

Goshen College seeks a full-time Operations and Support Specialist to join their Information Technology Team. Qualified candidate will value working in a higher education environment, providing key operational support for the day-to-day operations of the ITS Department, and technology support for the campus Help Desk.

This is a 12-month, full-time, on campus position with benefits.

### **Essential Operational Functions:**

- ITS budget responsibilities, which consist of processing of purchases, order tracking, invoice payment, interdepartmental transfers, print accounting, and cash deposits. Coordinating monthly credit card processing, gathering invoices and coding online account designations. Net 30 invoice processing, coding, and submission to accounting in a timely fashion. Manage the tracking of departmental invoices, scanning, organizing, and filing. Maintain project cost and finance tracking in Google Sheets for license renewals, fiscal year projects, and amortized purchases. Manage departmental chargebacks for installation, equipment, and services provided to projects and construction accounts.
- Equipment acquisition and inventorying, coordinating with the Technical Team to determine computing equipment needs, vendors, and sourcing best pricing. Department supply acquisition and inventorying.
- Procurement and renewal management of campus SSL certificates, website domains, and software and hardware licenses. Including evaluating annual site license renewals, monitoring license usage, and determining license count needs based on usage projections. Research software licensing options, terms, and pricing.
- Coordinate and organize meetings and events for the ITS Department. Use of project management tools and assist in tracking meeting minutes and action items.
- Assist with writing departmental procedures and policies, and campus-wide IT security policies.
- Communicate planned maintenance and status updates on service outages to employees and students.
- Handle incoming and outgoing mail for the department.
- Other operational duties in support of the ITS Department.

### **Working Committee Membership**

Co-Chair of the college Ergonomic Workplace Committee, to work toward providing a safe and healthy working environment for college employees through assessment of their current computing and workspace setup, and provide training and corrective measures to mitigate workplace injury and achieve positive outcomes.

This role comes with the following responsibilities:

- Monitor incoming requests for evaluations.
- Perform workspace evaluations and make recommendations for office, desk, chair, and computing modifications, and assigning evaluation requests to other committee members as needed. Coordinate with the campus Physical Plant for any office, desk, or chair changes that may be needed.
- Administrative management of processes related to the work of the committee (ergonomic equipment ordering, inventorying, billing, distribution, etc.)

### **Specialized Technical Functions:**

- Provide operational and support functions for the campus iPad program, including procurement, coordinating and distributing iPads to students and employees. Processing repair/replacement and return requests, equipment inventorying, and troubleshooting of equipment and user issues. Assist with creating training documentation and delivering training workshops.
- Management of the campus mifi devices; monitor usage, equipment upgrades, deployment.

- Computer account creation for new employees, and ongoing maintenance for employee, student, and guest computer accounts, using various administrative software applications to facilitate account management. As well as manage and perform offboarding processes for departing employee computer accounts and their content. Maintain the online faculty and staff directory.
- Listserv access rights management and monitoring of postings.
- Other technical functions in support of the ITS Department.

### **Essential Help Desk and Support Functions:**

- Work regular shifts on the campus Help Desk, providing campus-wide first level troubleshooting and technical support for all campus software applications and services, computers, peripherals, and printing support, and serve as a backup on the Help Desk in the absence of the Help Desk manager. Use Salesforce to document, track and resolve support cases, as well as escalate cases to other support staff.
- Assist with maintaining an online knowledge base of support articles.
- Assist with preparing support and instructional documentation for campus-wide software, hardware, and systems upgrades, as well as assist with delivering training workshops for employees and students.

### **Supervision**

- Coordinate and supervise a staff of student assistants who are performing daily tasks for the ITS Technical Staff. As well as managing performance evaluations, disciplinary actions, and/or dismissal of student employees. This will require a keen insight into the daily workload of the Technical Staff to effectively coordinate tasks for the student assistants.

### **Educational and Work Experience:**

- Bachelor's degree is strongly preferred, or equivalent relevant experience in business or office administration.
- Three or more years of administrative experience in an office or business setting is preferred.
- Two or more years of help desk support and/or basic technical support experience is preferred.
- Supervision experience required.

### **Skills and Competencies:**

Required:

- Exemplary organizational skills with attention to detail.
- Strong written and oral communication skills, and the ability to communicate effectively with internal clients (faculty, staff and students).
- Comfortable with assisting or leading training workshops with faculty, staff and students.
- Ability to handle multiple tasks simultaneously.
- Have a fluency and interest in using multiple software tools to maximize efficiency.
- Must possess superior customer service skills, basic technology troubleshooting skills with the aptitude to grow those skills, and the ability to adapt in a fast-paced technology environment.
- Ability to maintain confidentiality and integrity with institutional data.
- Enjoy working independently, as well as be able to function well in a team environment.
- Experience with Google Workspace and Microsoft applications.

- Basic troubleshooting skills, including Windows 10, Mac OS, printers/copiers, iPad support, general software and hardware troubleshooting skills or aptitude to grow those skills.

Preferred:

- Experience with Salesforce or other help desk case management tracking systems.
- Experience with Zoom or other remote meeting platform.
- Experience with basic budget management and cost tracking.

**Physical Demands:**

- Use of keyboard, mouse, monitor, and phone for extended periods of time. Sitting for extended periods of time. Ability to complete primary tasks by viewing computer screen(s) for the majority of any given work day. Ability to use touch devices. Meetings may involve movement around campus and navigating stairs or elevators. Ability to lift up to 25 pounds.