The Technology Support Specialist is a member of the Information Technology department that supports computing technology at Kenyon. The Technology Support Specialist engages with the campus community, performing duties that include the configuration, deployment, and support of computers, tablets, telephones, and other personal devices. The Technology Support Specialist must interact extensively across the institution to help others use technology effectively. This position is supported by the leadership team in the Information Technology department in the Library and Information Services division.

Functions

- Supports personal technology at Kenyon, including but not limited to Windows and Apple computers, tablets, telephones, printers, and other peripherals associated with these systems.
- Through professional development, participates in regular learning opportunities to keep up to date with new technologies.
- Responds promptly to technology problems and service requests.
- Collaborates with other members of the department to solve complex problems.
- Collaborates with the Helpline team to ensure effective and efficient communication regarding service requests.
- Develops and improves the IT knowledge base articles for technology troubleshooting.
- Supports and maintains the inventory of technology assets.
- Participates in planning, scheduling, purchasing, and installing computer equipment upgrades and replacement, collaborating with faculty and staff to determine hardware and software requirements for new technology purchases.
- Deploys operating system images, new software patches, and other configuration changes with tools such as Jamf and MECM.
- Assists new faculty and staff with technology orientation when they arrive on campus.
- Teaches training sessions for faculty and staff, either in one-on-one or group settings.
- Coordinates technology assistance for faculty and staff office moves.
- Schedules technology repairs with service providers and deploys loaner equipment for the interim.
- Coordinates secure data destruction and green technology asset disposal and recycling
- Collaborate with colleagues in cross functional teams in areas such as cybersecurity, data privacy, and user experience.
- Other duties as assigned.

Knowledge, Skills, Abilities and Success Factors
• Knowledge required to configure and load software on both Windows and Apple computers.
• Ability to teach others to use technology.
• Ability to write effective documentation to help others use technology.
• Ability and desire to establish and maintain close collaborative relationships with faculty, staff, and students, both as clients and as colleagues.
• Proficient analytical and troubleshooting skills with personal devices.
• Ability to work on a wide breadth of subject matters related to the campus
• Proficient interpersonal skills, ability to communicate effectively orally and in writing
• Ability to present technical concepts to technical and non-technical colleagues
• Proficient time management skills, organizational skills, with an ability to meet deadlines.
• A creative and innovative mindset that is always seeking better and more efficient ways to do things.
• A desire for and commitment to continuous learning and professional growth.

**Supervisory Responsibilities**

• Assist in the management of IT student workers

**Working Conditions**

• The majority of the work is performed at a desk in front of a computer in your own office or assisting someone in their office.
• Moderate physical activity (lifting and moving technology, navigating with carts and dollies) is required.
• Some technology needs will require occasional work during non-business hours.
• Frequent communication with other IT department colleagues is essential for success, so tools like chat, email, Slack, and Zoom/Meet are a regular part of each day.

**Minimum Qualifications**

• Bachelor’s degree in computer science or a related field or a combination of relevant education and/or experience
• A valid driver's license and the ability to meet Kenyon’s driver certification requirements
• Familiarity with common computing technologies and the ability to troubleshoot problems with them.
• Proficient project management skills, organizational skills, with an ability to meet deadlines.