

Position Vacancy Announcement Microcomputer Support Technician

Kansas State University is seeking applicants for a Microcomputer Support Technician in the Information Technology Assistance Center. This position will assist in the support of desktop & laptop computers, printers, and peripherals, as well as the customers who use them. Responsibilities include software troubleshooting and hardware repair, and support of the Microsoft Active Directory environment.

Responsibilities

Technical - Software & Operating Systems

Install, configure, and maintain software applications and operating systems. This includes new applications and version upgrades of existing applications. Troubleshoot software configuration and usage problems. Assist end users with questions and problems. Train end users on proper use of software. Make recommendations to customer departments and users for using applications to fulfill business function requirements. Recommend specific vendor applications by analyzing customer department and end user requirements and determining the most appropriate application package (Due to the diverse functional requirements of the customer departments and end users, a highly complex group of software applications must be supported). Design installation procedures for the deployment of software applications for end users. Program system utilities to enhance the installation procedure and/or enhance the functionality for the end user. Assure consistent configuration of software applications and operating systems to minimize future maintenance efforts during troubleshooting and software version upgrades. Enforce compliance of state, university, and departmental policies regarding proper installation and use of software applications. Enforce compliance of vendor license requirements for software applications and operating systems. The workstations are predominantly x86-based architecture using Windows XP, and Microsoft Active Directory.

Technical - Hardware

Install, configure, and maintain computer and peripheral hardware to include hardware repairs, upgrades and printer repairs. Adhere to state, university, and departmental policies regarding hardware maintenance and use. Design and implement procedures for consistent configuration of supported hardware to minimize future maintenance efforts during troubleshooting and equipment upgrades. Make recommendations to customer departments and users for hardware based on analysis of functional requirements and compatibility with existing hardware and software. Know the types of peripherals in use by the customer departments (e.g., scanners, printers, network printing interfaces (print servers), tape drives, network cards, hard drives, CD-ROM drives, CD-ROM write drives, etc.)

Work Request Coordination

Coordinate and assign work requests to the student PC technicians. Determine priority of each work request and schedule it appropriately within existing work conditions. Document solutions to reported problems for future reference by the PC/Network Technicians. Train PC technicians on current hardware/operating systems/software applications for installation, configuration, and troubleshooting procedures. Assist them with any problems they may encounter. Verify completed work requests for accuracy and thoroughness. Produce reports for management on completed requests and performance of the PC technicians. Evaluate student PC technicians semi-annually and submit performance reviews to departmental management. Devise improvements in the

PC Support operation, including improvements in organizational and technical procedures, improvements in technical training, improvements in gathering and organization of technical information, implementation of desktop configuration management technology, implementation of software deployment technology, improvements in the use of help desk technology, and developments of other relevant technologies. Work directly with customers to maintain a high level of service and address their needs accordingly. Devise systems to keep customers informed with developments and issues pertaining to their hardware.

Distributed Application Deployment

Deploy distributed applications to the university staff. Provide technical support for the client workstations by either collaborating with local technical support or by providing necessary support to complete the delivery and operation of the distributed application. (Examples. DARS and MIP)

Research and Development

Conduct research on new technology. Produce reports for management analyzing the feasibility of new products. Make recommendations for future hardware, software applications, and operating systems by analyzing the functional requirements of the customer departments and end users, while still considering compatibility with existing hardware and software configurations.

Mandatory Qualifications

- Associate Degree, or 2 years of related coursework or employment experience in information technology.
- Extensive knowledge and minimum of three years' hands-on experience in the configuration and administration of desktop operating systems (including Windows XP/Vista and Mac OSX workstations) for users in a multi-user LAN environment.
- Extensive knowledge and experience in the use of Windows applications such as word processing, spreadsheets and file manager software on Intel-based desktop computers in a multiuser distributed network computing environment involving one or more LAN servers.
- Extensive knowledge and experience with x86 workstation hardware (installation, configuration, troubleshooting, repair and understand the relationship between the hardware and the operating system).
- Must have excellent written and verbal communications skills.

Preferred Qualifications

- B.S. Degree or higher in an information technology related field
- Hands-on training and/or experience in supporting user access to Windows Active Directory environment.
- Extensive knowledge and use of more complex Window-based applications, such as databases in a multi-user environment.
- Experience with Microsoft Active Directory and SMS

- Experience working in a computer repair shop
- Experience working in a higher education environment.

Salary or Range: \$38,000 - \$40,000

Applicants must submit:

1. Cover letter reflecting how skills meet the requirements of the position
2. Resume
3. Names, phone numbers, and e-mail addresses of at least three professional references

Submit application materials to vhoran@ksu.edu or:

iTAC Microcomputer Support Technician Search
c/o Viki Horan
400J K-State Foundation Center
Kansas State University
Manhattan, KS 66506

Screening of applications begins October 23, 2009, and will continue until position is filled. Questions may be directed to Viki Horan at vhoran@ksu.edu

Background check required.