

OKLAHOMA BAPTIST UNIVERSITY

POSITION DESCRIPTION

Title: Tech Support Specialist

Department: Academic Technology & Creative Communications

Britton Buss 8/31/17
Prepared by Date

Paul Roberts 8/31/17
Approved by Date

Supervision Received: Director of Instructional Digital Media

Supervision Given: None

OBU Mission Statement

OBU transforms lives by equipping students to pursue academic excellence, integrate faith with all areas of knowledge, engage a diverse world, and live worthy of the high calling of God in Christ.

Expectations for all Employees

Oklahoma Baptist University achieves its mission through a shared commitment to the following expectations. All employees are expected to embrace these expectations and to model them in their behavior.

- *Commitment to the essentials of the Christian faith.*
- *People are treated with dignity and respect.*
- *Relationships are built on honesty, integrity, and trust.*
- *Excellence is achieved through teamwork, leadership, and a strong work ethic.*
- *Efficiency is achieved through wise management of human and financial resources.*

Purpose:

The Tech Support Specialist is responsible for providing technical support to employees and students by configuring, implementing, and troubleshooting their technology needs. The position will also handle a limited amount of administrative assistant duties for the Assistant Vice President of Academic Technology and Creative Communications.

Essential Functions:

- Troubleshoot general hardware and software issues as requested by clients.
- Provide technical support via telephone, e-mail, remote access, or in person.
- Assist clients in configuring university owned desktop computers, laptop computers, and mobile devices to meet the needs of employees and students.
- Communicate with clients through high-touch customer service methods to understand needs and communicate solutions.
- Instruct employees and students on the use of various hardware and software.
- Create documentation as needed for the purpose of instructing users.
- Troubleshoot login issues for employees and students.
- Enforce to a reasonable degree, user compliance with written policies related to technology services

New _____	Revision _____	FLSA _____	IPEDS _____	Sal/Grd Assignment _____
PRN(s) _____				

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Other Duties:

- Perform additional duties as assigned by the Director of Instructional Digital Media and/or the Assistant Vice President of Academic Technology & Creative Communications

Qualifications:

Knowledge, Skills and Abilities:

- -Increasingly expanding theoretical and practical knowledge of computer hardware, software, and related information technology.
- Provide empathy, clear communication and patience to clients.
- Provide technical support and resolve issues in a timely manner.
- Provide for the needs of users and respond accordingly and flexibly when priorities suddenly change.
- Communicate effectively with co-workers and end users regarding complex technological concepts.
- Document problems and resolutions effectively.
- Ability to work alone or as part of a team.
- Ability to think clearly and maintain composure under high pressure situations when time is a factor.

Education:

- **Preferred:** Undergraduate Degree in Related Field
- **Required:** High School Diploma

Experience:

- **Preferred:** 2 Years of Related Experience
- **Required:** 6 Months of Related Experience

Equipment:

- -Use of standard office equipment including telephone systems.
- Advanced understanding of PC's, Macs, iPads, projectors, and printers.
- Advanced competence using and troubleshooting Windows, OSX, and iOS operating systems.

Physical Requirements:

- -Ability to see and hear sufficiently well and possess the manual dexterity necessary to operate equipment used.
- Ability to safely lift and manipulate 50 lbs.
- Ability and willingness to maintain professionalism when criticized and/or verbally attacked.
- Willingness to occasionally work outside of normal operating hours and/or overtime.

Special Requirements:

- Must be an active member of a local evangelical church.

Complete this section after reviewing the description with the employee.

OBU requires that supervisors review the job description with the position incumbent during the New Employee orientation and the annual performance evaluation.

The job description was reviewed during New Employee Orientation or Performance Evaluation*.

Employee Signature

Date

Supervisor Signature

Date

** If the job description needs to be revised, attach changes to the performance evaluation and submit to the Human Resources Office.*