Information Technology User Support Coordinator

Belhaven University is an innovative and academically progressive institution built on the timeless principles of scholarship, service, and biblical truth. Since its founding, Belhaven University has sought to fulfill the mission expressed in its motto: "to serve, not to be served." "Our Standard is Christ" is the identifier of Belhaven University because as an institution we are committed to honoring the Lord in all we do. Located in Jackson, Mississippi, we are one of America's most innovative and fastest growing private schools, serving nearly 3,500 undergraduate and graduate students. This includes the 940 traditional students in Jackson. Belhaven University was an early innovator in accelerated adult education, and have equally led the way among Christian schools in establishing robust online degree programs.

Description of Position

The Information Technology User Support Coordinator contributes to Belhaven University's mission by triaging incoming Help Desk tickets, calls, and departmental emails; serving as the first point of contact for the Information Technology department; maintaining technology equipment supplies; ensuring security protocols are adhered to; providing end-user training and support as needed; and organizing Information Technology spaces. This position reports to the Director of Information Technology Operations.

Responsibilities

- Triage, answer, and route incoming Help Desk tickets, ensuring faculty, staff, and students receive timely and exceptional service.
- Aid faculty, staff, and students with multi-factor authentication setup and troubleshooting.
- Assist faculty and staff with password security and resets, and security training as needed.
- Answer and appropriately route incoming phone calls and emails.
- Assist in-person visitors as the department's first point of contact.
- Adhere to FERPA guidelines, ensuring sensitive account information is kept secure and confidential.
- Maintain the departmental budget, including all Information Technology vendor accounts, and assist with annual budget preparation.
- Purchase technology equipment for the University and provide technology quotes as appropriate, working with vendors to ensure the best possible value.
- Aid faculty, staff, or students whose accounts have been compromised.
- Update and maintain the Information Technology calendar and planner.
- Serve as a liaison with other departments.
- Ensure Information Technology areas are kept neat, clean, and organized.
- Check in and route incoming technology equipment, and assist with inventory management.
- Ensure copiers on campus are operational and have the supplies needed.

- Manage departmental office supplies and general technology supplies.
- Team up with designated Information Technology personnel to provide Help Desk support after hours and when the University is closed.
- Perform other duties as assigned by the appropriate Information Technology authority.

This announcement covers most of the significant duties performed by the position, but does not include other work, which may be similar, related to, or a logical assignment for the position

Qualifications

- The successful candidate must articulate a Christian worldview in one's area of service and must fully support the University Vision, Mission and Statement of Faith (https://www.belhaven.edu/about/mission/).
- Bachelor's degree preferred or 3+ years of relevant experience.
- Must be able to employ critical thinking skills to thoroughly troubleshoot issues across multiple systems.
- Requires a working knowledge of Microsoft Office Suite and a general understanding of technology.
- Must be able to comprehend and communicate technical information effectively
- Ability to learn new systems and adapt to changing processes and procedures.
- Strong organizational, analytical, and customer service skills are critical for this position
- Excellent written, verbal, and interpersonal communication skills, with the ability to succinctly convey information and resolutions.
- Must be able to exercise discretion and sound judgment to protect sensitive account information.
- Demonstrate a professional work ethic and a positive, problem-solving attitude.
- Willing to process Help Desk tickets after hours, on Saturdays, and when the University is closed (including holidays); time required will be minimal, with days or weeks alternating with another Information Technology employee (days/weeks scheduled may vary, as agreed upon, to ensure full coverage)
- Ability to lift, carry, and move video equipment weighing up to 35 pounds, with or without reasonable accommodation.

Application Process

To be considered for this position, a complete application packet must be received. The complete application packet will include the following:

- Letter of Intent; including explanation of how your prior experience fulfills above responsibilities and qualifications
- Resume
- Please prepare a brief account (no more than 750 words) of your spiritual pilgrimage including the time and circumstances surrounding your becoming a believer in Christ and your current relationship with Christ. Please click on this link https://www.belhaven.edu/pdfs/employment/letter-of-employment-commitment.pdf to review Belhaven University's Commitment Statement including our employee expectations. Should you receive a job offer you will be asked to sign accepting this commitment.

Employment at Belhaven University is contingent upon the results of an independent background check.

Submit all application materials to:
Laura Magee
Director of Information Technology Operations
Email: ITJobPosting@belhaven.edu

No phone calls, please. Only applicants who submit a complete application packet will be considered.