

BELHAVEN UNIVERSITY

Technology Support Technician

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 1,000 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 Technology Support Technician will be responsible for providing a basic level of technical expertise and user support necessary for the day-to-day operation and maintenance of Belhaven's technological resources. This responsibility includes, but is not limited to, installing, moving, and maintaining hardware and software, providing minor training to faculty, staff, and students, troubleshooting reported problems with equipment or software, making necessary telecommunication changes and repairs, and supporting stand-alone personal computer applications along with networked applications. This position reports to the Director of IT Operations.

Responsibilities

- Assure the effective day-to-day operation and maintenance of Local and Wide Area Networks by providing technical and user support as needed.
- Install, move and maintain system hardware, including computers, printers, monitors, cabling, peripheral and communication equipment.
- Install, maintain and modify system software and files as needed. Maintain system security and integrity with network software and regular system file backups.
- Answer basic questions and complaints about equipment and software; investigate and solve operational problems experienced by various system users.
- Search literature on an ongoing basis for information on the latest developments in information systems technology. Research and write reports as needed including evaluations and recommendations on software and hardware products.
- Provide minor training to faculty, staff, and students regarding hardware, email, and internet usage Assist with installing, moving, and maintaining network equipment, including servers, routers, hubs and workstations.
- Assist with installing, programming, and maintaining the University's telecommunications system Run cabling for the University's network and system infrastructure.
- Assist the Director of IT Operations with various duties

This description 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/>
- Associate degree or equivalent education, or a minimum of two years IT experience required.
- Requires a functional knowledge of IT hardware and software systems.
- Excellent communication skills.
- Ability to work both independently and collaboratively in a dynamic and demanding environment.
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- Ability to handle physically demanding aspects of various projects
- Demonstrate a professional work ethic, effective troubleshooting skills, and a positive, problem-solving attitude.
- Work location is on site, Jackson, MS.

Application Process

To be considered for this position, a complete application packet must be received. 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
http://www.belhaven.edu/belhaven/employment_pdfs/LetterOfEmploymentCommitment.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.

Email complete application packet to:

Laura Naquin

Director of IT Operations

Email: lnaquin@belhaven.edu

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