TECHNOLOGY SUPPORT SPECIALIST
COLUMBIA THEOLOGICAL SEMINARY
POSITION DESCRIPTION

GENERAL DESCRIPTION: The Technology Support Specialist provides services in support of campus approved computer hardware and software within the guidelines of seminary policy; works with faculty, staff, outside support personnel, and vendors to provide technical support for the seminary’s IT infrastructure. The Technology Support Specialist serves the Media Services and Computer Services departments, and reports to the Network Systems Administrator in coordination with the Educational Technologist.

ESSENTIAL FUNCTIONS:
- Provide comprehensive network, desktop, and laptop hardware support including configuration, installation, delivery, upgrades, troubleshooting, and repair.
- Provide comprehensive software support including installation, maintenance, upgrades, and troubleshooting.
- Provide technical information, support, advice and assistance to CTS staff and faculty for campus-wide computer hardware, audio visual (A/V) and network systems.
- Assist in A/V production setup and management, including video/audio recording events, livestreaming, and special classroom/meeting room setups.
- Assist in front-line support and troubleshooting for classroom/meeting room A/V technology.
- Manage and monitor maintenance of classroom A/V equipment and supplies.
- Responsible for computer services and media services equipment inventory and distribution.
- Assist with software, hardware, and A/V research and development.
- Create and maintain detailed documentation of technical solutions for internal reference and campus-wide knowledgebase.
- Other duties as requested.

NON-ESSENTIAL FUNCTIONS:
- Research products, pricing, procedures.

KNOWLEDGE/SKILLS/ABILITIES REQUIRED:
- Two-year college or trade/technical degree or its equivalent
- Commitment to inclusive communities
- Demonstrated personal computer troubleshooting/repair knowledge and experience in a mixed workstation environment with various OS configurations
- Knowledge and experience in working with computer/phone cables, wiring, wall jacks, hubs and switches
- Knowledge and experience working with A/V equipment, signal routing, and video editing
- Successful experience working for and with a non-technical management team
- Maintain information and client confidentiality
- Troubleshoot connectivity throughout campus
- Ability to prioritize, effectively manage, and accomplish simultaneous goals
- Ability to communicate clearly and concisely, both orally and in writing
- Ability to establish and maintain cooperative and effective working relationships with others

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CLASSIFICATION:
- Full-time
- Non-exempt

PHYSICAL DEMANDS: Although physical limitations for this position can be accommodated, the job’s physical demands can include but are not limited to intermittent sitting, standing, stooping, crouching, walking, and lifting of items up to 50 lbs. Work is performed in an office environment and campus wide.

DISCLAIMER: The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.

COLUMBIA THEOLOGICAL SEMINARY is an educational institution of the Presbyterian Church (USA), and a community of theological inquiry and formation committed to equity, diversity, and inclusion in the service of the Church of Jesus Christ. Established in the Reformed tradition, we are an ecumenical school hosting a large table for people of all denominational backgrounds.