Northwestern State University  
Natchitoches, LA

Announcement of Available Position

Position: Technology Support Specialist

Responsibilities: Northwestern State University seeks a motivated and experienced individual to assume the position of Technology Support Specialist. The Technology Support Specialist will be domiciled at the Shreveport campus and will be responsible for:

- Provide hardware and software support services to faculty, staff and students
- Install, configure, and maintain computing hardware and software
- Place hardware on campus and complete inventory control procedures
- Provide purchasing information to faculty and staff
- Evaluate and recommend hardware and software solutions when applicable
- Install and connect devices to the University network
- Install and maintain printers, both network and local
- Diagnose problems and implement solutions in a timely manner
- Conduct support in a friendly and professional manner at all times
- Provide basic support for video conferencing and lecture capture classrooms
- Provide basic support for the University Learning Management System (LMS)
- Provide basic telecommunications troubleshooting and support
- Provide basic support for file and print sharing
- Perform other duties as assigned by supervisor

Qualifications: Preference will be given to applicants with the following qualifications:

- Baccalaureate degree preferred but not required
- Must have good written and oral communication skills
- Must be able to work within a team oriented environment
- Must have organizational and priority management skills
- Relevant experience with installing, troubleshooting, configuring and maintaining computing systems and applications in a campus environment
- Relevant experience in providing user support or customer service
- Must be able to move and handle technology components and devices
- Relevant professional certifications are highly desired

Salary: $35,000 - $41,000, depending on experience and qualifications.

Application Process: Review of applications and interviews of candidates will begin immediately and will continue until the position is filled. Position available contingent upon Board approval and
applicants may be subject to a background check and a drug screen. Applicants must submit a letter of application, outlining their qualifications, a current resume, and three references to:

Mr. Tracy Brown  
Information Systems  
Roy Hall, Room 200  
Northwestern State University  
Natchitoches, LA 71497

Requests for additional information, or electronic submission of application materials, may be sent to tracy@nsula.edu. Northwestern State University is an equal opportunity employer. Women and minority candidates are encouraged to apply.