Position: User Support Specialist

Northwestern State University seeks a motivated and experienced individual to assume the position of User Support Specialist. The User Support Specialist 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 support for both Windows and Mac OS based computers
- Provide support for mobile devices based on iOS, Android, and Windows Mobile
- Provide purchasing information to users
- 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
- Perform other duties as assigned by supervisor

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

- 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
- Relevant professional certifications are highly desired

Salary: Negotiable, 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.