

Help Desk Analyst/Technician

Lincoln Christian University is searching for a full-time Help Desk Analyst/Technician.

Applicants need:

- Commitment to the mission and vision of Lincoln Christian University
- Strong work ethic and ability to work well in a team environment
- Ability to deliver technical customer support over the phone or in-person
- Identify, troubleshoot, and resolve a wide range of technical computer-related problems
- Make the distinction between level one and level two end-user problems
- Identify, evaluate, and solve end-user workstation problems
- Support and train end-users in a wide range of software applications as needed
- Read, understand, and apply complex technical information
- Ability to master new computer technology
- Ability to maintain cooperative working relationships
- Demonstrate sensitivity to and respect for a diverse population
- Strong problem solving and planning skills
- Exceptional customer service skills
- Excellent interpersonal and communication skills (verbal and written)
- Ability to multi-task with minimum supervision
- High confidentiality abilities
- High School graduate required; Associates or technical degree or certificate preferred
- COMPTIA A+ certification or equivalent experience preferred
- Knowledge of desktop operating systems, various software applications, and basic hardware for the PC and Apple MAC
- Knowledge on principles and theories of network systems and management, Internet technologies, and products
- Basic understanding of electrical safety procedures
- One year experience providing end-user phone support for current PC desktop and application software or one year experience installing, upgrading, troubleshooting and repairing personal computers in a network environment
- Strong computer skills in Windows desktop and server operating systems, Apple OSX desktop and iOS mobile operating systems, Microsoft Office business application software and cloud solutions, and understanding of enterprise server client networks and Internet functions and multiple messaging platforms
- Specific vision abilities required by this job include close vision and depth perception, and the ability to adjust focus

The Help Desk Analyst/Technician serves as an important member of the Campus Technology Department. Under general supervision, the Help Desk Analyst serves Lincoln Christian University as the front line support person and face of Campus Technology. The position provides technical software, hardware, and network problem resolution to all University computer users by performing diagnosis and guiding users through step-by-step solutions. The position is responsible for effective installation/configuration, operation, and maintenance of systems, software and network hardware and related infrastructure. This position must clearly communicate technical solutions to non-technical people in a user-friendly, professional manner. This full-time position is scheduled to work 40 hours per week. The Help Desk Analyst/Technician reports directly to the Director of Campus Technology, and abides by the expectations and responsibilities listed in the job description. For a full job description, go to <https://www.lincolncrussian.edu/employees/opportunities.php>.

Applicants should be prepared to respond to the University's mission, core values, and statement of faith (available at www.lincolncrussian.edu/about-us/#mission). Submit cover letter, resume, and references to Mrs.

Marla Bennett, Director of Human Resources, by email at hr@lincolnchristian.edu. Submissions will be accepted until **July 24, 2017 or until position is filled**.

Lincoln Christian University was founded in the heart of Illinois in 1944. Today, more than 1,000 students pursue their undergraduate, seminary, and adult and graduate studies education at our main campus, extension sites, and online. Our alumni have served across the United States and in more than 160 countries. LCU gives its students the knowledge, skills, and Biblical worldview to live their mission in the church, the workplace, and the world. LCU offers a variety of majors and degrees ranging from professional two-year associate degrees to the Doctor of Ministry. The school is historically associated with the Christian Church/Church of Christ, or Restoration (Stone-Campbell) Movement. Additional information about Lincoln Christian University is available at www.lincolnchristian.edu.

Lincoln Christian University does not unlawfully discriminate in employment practices on the basis of race, color, national or ethnic origin, age, gender, disability, or prior military service. Lincoln Christian University encourages applicants who will contribute to the cultural diversity of the University to apply and to identify themselves if they wish. Federal guidelines clearly recognize the right of church-related institutions to seek personnel who will support the goals of the institution, including the right to select members of the church to which the institution is related.