



**Lincoln Christian**  
UNIVERSITY

## Help Desk Analyst/Technician

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<b>Department:</b> Campus Technology	<b>Job Status:</b> Full time
<b>FLSA Status:</b> Hourly, Non-Exempt	<b>Reports To:</b> Director of Campus Technology
<b>Work Schedule:</b> Monday-Friday; 9:00 a.m. - 6:00 p.m. & as assigned	<b>Amount of Travel Required:</b> Occasional
<b>Positions Supervised:</b> None	<b>Location:</b> Lincoln, IL campus

### POSITION SUMMARY

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.

### ESSENTIAL FUNCTIONS

- Identifies, diagnoses, and resolves technical problems for users of personal computer software and hardware, network, Internet, and new computer technology and communicates solutions to end-users
- Provides one-on-one end-user problem resolution over the phone and in-person
- Delivers, tags, and assists in the configuration and setup of end-user PC desktop hardware, software, and peripherals
- Diagnoses and resolves end-user network or local printer problems, PC hardware problems, email, Internet, and local-area network access problems
- Coordinates timely repair of PC computer equipment covered by third-party vendor maintenance agreements
- Performs minor desktop hardware repair for PC computer equipment and peripherals that are not covered by third-party vendor maintenance agreements
- Helps install local area network cabling systems and equipment such as network interface cards and switches
- Assists in creating materials for end-user frequently asked questions (FAQs)
- Document resolutions for ticket tracking and future reference
- Day-to-day monitoring, updates, maintenance, and troubleshooting of Active Directory
- Install new/rebuild existing systems and network hardware, peripherals, services, settings, etc. in accordance with standards and project requirements
- Work with current Managed Service Provider (MSP) to ensure OS patches and updates are being applied to servers and workstations. Ensure third party applications are installed in conjunction with MSP so future updates are automatically applied
- Accept as true LCU's Statement of Faith and support LCU's mission, vision, core values and philosophy of education

- Adhere to all University policies faithfully including the Employee Handbook and live “above reproach”
- Participate in the spiritual life of campus (including employee fall retreat with worship service and chapel attendance)
- Encouraged to lead spiritual events and engage in mentoring students
- Attend campus employee meetings as scheduled
- Other duties and special projects as assigned

## POSITION QUALIFICATIONS

### *Competency Statement(s):*

- 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

### *Education:*

- High School graduate required; Associates or technical degree or certificate preferred
- COMPTIA A+ certification or equivalent experience preferred

### *Experience:*

- 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

## SKILLS & ABILITIES

### *Computer Skills:*

- Windows desktop and server operating systems
- Apple OSX desktop and iOS mobile operating systems
- Microsoft Office business application software and cloud solutions
- Understanding of enterprise server client networks and Internet functions

- General understanding of multiple messaging platforms

*Certificates & Licenses:*

- COMPTIA A+ certification preferred

*Other Requirements:*

- Ability to document resolutions and application related information (i.e. installation procedures, custom changes for the environment at LCU, etc.)
- Regular attendance is required
- Specific vision abilities required by this job include close vision and depth perception, and the ability to adjust focus

**PHYSICAL DEMANDS**

**Physical Abilities**

Stand:	F (Frequently)
Walk:	C (Constantly)
Sit:	C (Constantly)
Reach Outward:	C (Constantly)
Reach Above Shoulder:	O (Occasionally)
Climb:	O (Occasionally)
Crawl:	O (Occasionally)
Squat or Kneel:	F (Frequently)
Bend:	F (Frequently)

**Lift /Carry**

10 lbs or less:	C (Constantly)
11-20 lbs:	O (Occasionally)
21-50 lbs:	O (Occasionally)
51-100 lbs:	O (Occasionally)
Over 100 lbs:	O (Occasionally)

**Push / Pull**

12 lbs or less:	O (Occasionally)
13-25 lbs:	O (Occasionally)
26-40 lbs:	O (Occasionally)
41-100 lbs:	O (Occasionally)

**N (Not Applicable)** Activity is not applicable to this occupation.

**O (Occasionally)** Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)

**F (Frequently)** Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)

**C (Constantly)** Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

**WORK ENVIRONMENT**

- 85% of tasks are performed in a typical office setting with appropriate climate controls
- 15% of tasks are performed in basements, closets, attics, or outdoors