

## Systems Technician

Information Technology group seeks an Entry Level Systems Technician to provide on-site support at Main Campus. Technician will have a strong desire for customer support and eagerness to learn and take on challenges in the IT academic world. The ideal candidate will be able to integrate with staff, faculty and students handling day-to-day computer problems while maintaining excellent customer relations. Ability to be flexible in work times and short notice schedule changes to meet customer demands. Proactively communicates status reports and issues to manager.

### **Duties and Responsibilities include, but are not limited to:**

- Daily support of Information Technology systems including PC maintenance, software support, networking, and cable plants on the University campus.
- Respond to Help Desk support request throughout the La Salle community, including students/faculty/staff, assisting users on-line or by telephone. Maintain accurate tracking logs of help desk calls and actions performed.
- Coordinate with other IT areas to resolve problems if necessary.
- May serve on an as-needed rotating basis as after-hours technician, administering servers and addressing issues that require an on-site presence on evenings and occasional weekends.
- Assist in the design and implementation of network improvements and fault correction.
- Provide technical support for on-campus events as required.

### **Qualifications:**

- Working knowledge of information systems concepts. Technical aptitude, including the ability to understand detailed technical information PC literacy, including working knowledge of desktop applications (e.g., Microsoft Office, e-mail, etc.)
- Ability to update database information for tracking hardware/software inventory.
- Demonstrates a high competency level on the configuration and deliver of IT equipment and software to customers.
- Basic understanding of networking technologies including LAN/WAN connectivity / topology.
- Render telephone support and ability to provide problem resolution directions over the phone.
- Excellent communication and customer interaction skills.
- The ability to work well in a team atmosphere.
- Industry certifications (A+, Microsoft, etc...) a plus.

**For more details on this position or to submit your cover letter, resume and other required information, please contact:**

Lewis Hale  
Manager, End User Support  
Information Technology Department  
1900 W Olney Ave  
Philadelphia, PA 19141  
215.951.1000  
[ITJobs@lasalle.edu](mailto:ITJobs@lasalle.edu)

La Salle University is a Roman Catholic university in the tradition of the De La Salle Christian Brothers and welcomes applicants from all backgrounds who can contribute to our unique educational mission. For a complete mission statement, please visit [www.lasalle.edu](http://www.lasalle.edu).