



Position: Help Desk Administrator

Location: Montreat, NC

Start Date: September 2017

Summary:

The Help Desk Administrator works under the direction of the Director of Technology and serves as the first point of contact for students, staff, and faculty seeking technical assistance over the phone, email, or in person. Some travel may be required. This is a twelve-month position.

Duties:

- Provide Tier 1 tech-support to Students, Faculty and Staff
- Determine the best solution based on the issue and details provided by customers
- Train users in related systems and processes
- Provide excellent customer service
- Walk students and staff through problem solving process
- Manage and monitor internal assets to ensure accurate inventory records
- Follow up with students, staff, and faculty, provide feedback and see problems through to resolution
- Record events and problems and their resolution in logs
- Direct unresolved issues to the next level of support personnel
- Other duties as assigned

Skills:

- Working knowledge of the following software packages and operating systems: Microsoft Office, Microsoft Windows, OSX
- Familiar with desktop and laptop computer hardware and able to diagnose hardware and software problems with minimal supervision
- The ability to prioritize, self-manage and seek help when necessary
- Excellent communications skills
- Ability to manage several projects at the same time
- Good problem solving and troubleshooting skills
- Good time management skills and ability to be a self-starter
- Ability to work independently and as a team member
- Ability to write and communicate clear, precise instructions and procedures

- Ability to learn new technology-related skills quickly

Personal Qualities:

Agreement with the Montreat College statement of faith; able to communicate effectively; trustworthy in dealing with confidential information; accountable in dealing with costly computer equipment; flexible; well organized; and possessing the desire to be an effective role model in the workplace by promoting a Christian world-view and testimony.

Education:

Minimum of Associate's degree, Computer major preferred

Application Requirements:

Send the following materials:

1. Complete application

<https://www.montreat.edu/wp-content/uploads/2017/08/application.docx>

2. Letter of application
3. Curriculum vitae
4. Transcripts
5. Statement of Christian faith
6. Three current letters of reference

By Mail:

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Or via email to: phawkinson@montreat.edu

About Montreat College:

Montreat College is a Christian liberal arts college accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to offer masters, bachelors, and associates degrees. The main campus is located in the Blue Ridge Mountains fifteen miles east of Asheville, North Carolina, a region recognized as one of the most attractive living environments in the United States. Satellite campuses in Asheville, Charlotte, and other sites supplement the main campus. The College is committed to Christ-centered teaching and learning, and is a member of the Council for Christian Colleges & Universities.