



SALVE REGINA UNIVERSITY
Position Description

TITLE: Technical Support Specialist II
DEPARTMENT: Information Technology, TSC
REPORTS TO: Dir. of Technology Services Center
SUPERVISES: NA

FLSA STATUS: Non - Exempt
POSITION STATUS: Full-time
WORK SCHEDULE: Non-AY, 12-mo
POSITION TYPE: On-site

BASIC FUNCTION:

The Technical Support Specialist II reports to the Director of Technology Services Center (TSC) and provides advanced technical support and troubleshooting to faculty, staff, and students. This role resolves more complex technical issues, serves as an escalation point for Technical Support Specialist I staff and student employees, and contributes to improving support processes and documentation.

The Specialist works collaboratively with members of the Office of Information Technology to diagnose and resolve complex technical issues, deploy endpoint technologies across campus, and ensure service requests are resolved efficiently and accurately.

This position emphasizes strong customer service, dependable technical support, and the ability to follow established procedures while continuing to build technical expertise within the University's technology environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Resolve complex technical issues related to desktop systems, operating systems, peripherals, and campus applications.
- Install and configure computers, specialized departmental software, and classroom technologies across campus.
- Create, update, and resolve service requests in the department's ticketing system, maintaining accurate status updates and escalating issues when appropriate.
- Serve as an escalation point for Technical Support Specialist I staff and student employees, assisting with advanced troubleshooting and issue resolution.
- Mentor student employees and Technical Support Specialist I staff in troubleshooting techniques, service desk procedures, and customer service practices
- Develop and maintain technical documentation, knowledge base articles, and user guides.

- Identify recurring technical issues and recommend improvements to systems, documentation, and support processes.
- Communicate significant issues, outages, or recurring technical problems to the IT team

OTHER DUTIES AND RESPONSIBILITIES:

- Collaborate with other Office of Information Technology teams to address complex or cross-functional technical challenges.
- Stay informed about changes and developments affecting campus technology and support services.
- Recommend improvements to service desk processes, communication practices, or operational workflows.
- Assist with training and onboarding support staff and student employees.
- Perform other duties as assigned.

MINIMUM REQUIRED QUALIFICATIONS:

- Bachelor's degree in Computer Science, Information Technology, or related field, or equivalent professional experience.
- Minimum of three years of experience in a technical support or IT service environment.
- Demonstrated ability to independently troubleshoot and resolve complex technical issues.
- Experience supporting Windows and macOS operating systems, PC and Mac hardware, printers, and peripherals.

REQUIRED SKILLS AND ABILITIES:

- Strong analytical and problem-solving skills
- Detail oriented with strong organizational skills
- Excellent oral and written communication skills at both technical and non-technical levels.
- Ability to provide exemplary service to our end-users and proactively seek opportunities for service improvement
- Ability to maintain a positive attitude towards providing customer service and building relationships with users
- Ability to organize and prioritize multiple tasks with the ability to follow each to resolution
- Ability to work effectively as a team member or independently as appropriate
- Ability to collaborate with faculty, staff and other Information Technology personnel
- Ability to provide reliable and dependable service during critical times of the University calendar

PREFERRED QUALIFICATIONS:

- More than three years of experience working in a technical support position in a higher education environment
- CompTIA A+, Network+, or other relevant technical certifications
- Vendor certifications related to operating systems or endpoint management platforms (e.g., Jamf, Microsoft, Apple support certifications).
- Experience supporting endpoint management platforms such as Jamf Pro or Microsoft deployment tools.
- Experience supporting audiovisual systems or classroom technologies

LICENSES, TOOL, AND EQUIPMENT:

Valid driver's license required.

ENVIRONMENTAL CONDITIONS:

The incumbent is not subject to adverse environmental conditions.

Ability to lift 50lbs.

This position could on occasion require bending, reaching, ascending and descending stairs, standing, walking, pushing, pulling, lifting, talking, and hearing.

ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.

SOME REQUIREMENTS MAY EXCLUDE INDIVIDUALS WHO POSE A DIRECT THREAT OR SIGNIFICANT RISK TO THE HEALTH AND SAFETY OF THEMSELVES OR OTHER EMPLOYEES.

THIS JOB DESCRIPTION IN NO WAY STATES OR IMPLIES THAT THESE ARE THE ONLY DUTIES TO BE PERFORMED BY THE EMPLOYEE OCCUPYING THE POSITION. EMPLOYEES WILL BE REQUIRED TO PERFORM OTHER JOB-RELATED DUTIES REQUESTED BY THEIR SUPERVISOR.