

**Desktop Support Consultant – Associate
Library Information Technology and Digital Initiatives (LITDI)**

Responsibilities

This position provides in-person, front-line computer technical support and coordinates with other Library Information Technology & Digital Initiatives staff to provide consistent, collaborative computer technical support for all Central University Libraries (CUL).

Primary duties and responsibilities include, but are not limited to:

- Providing hardware & software initial analysis, on-going troubleshooting, research, maintenance and technical/desktop support for PC desktops & specialized computer-related equipment for all CUL departments and libraries;
- Providing technical support for shared library management systems for all SMU Libraries;
- As a part of a team, shares during-business-hours on-call support duty;
- Monitoring help tickets, handling or referring tickets to other technical staff if needed;
- Providing informal training on the use of computer-related equipment, software, and various telecommunications systems (including wireless connectivity) for CUL staff;
- Researching computer equipment related to purchase requests, obtaining quotes, tracking expenditures, and ordering hardware, software and peripherals with campus and outside vendors and distributing equipment and software when received;
- Other projects and tasks as assigned

Education and Experience

A Bachelor's degree is strongly preferred.

A minimum of two years work experience with at least one year of work experience in desktop computing support is required.

Knowledge, Skills & Abilities

Experience troubleshooting hardware and software issues is essential.

Candidates must demonstrate strong knowledge in the installation, configuration and operation of PCs and Macintosh computers. Must possess a strong knowledge of operating systems (Microsoft Windows, Apple OS), Microsoft products, database management software and Internet applications.

Candidates must demonstrate strong skills in the areas of communication (verbal, interpersonal and written), organization, project management and customer service. The ability to identify and solve problems is essential.

Candidates must be able to work independently, following established procedures and seeking assistance when necessary. The ability to work in a team-based environment as a project leader or project member is also required. Attention to detail and accuracy is necessary as is the ability to prioritize and meet appropriate deadlines.

Candidates must demonstrate the ability to be flexible to changing duties and the ability to work directly with other CUL unit libraries as well as immediate supervisor and other team members.

Candidates must possess the ability to work at a computer station for extended periods of time and to lift equipment including desktop computers, laser printers and 19" CRT monitors.

Experience with and/or knowledge of Voyager library management system is strongly preferred.

Salary:

\$16.92 an hour - \$17.95 an hour

Priority Consideration Date

Priority consideration will be given to submissions received by September 10, 2009

Deadline to Apply

September 17, 2009

To Apply, go to: <http://smu.edu/hr/recruit/>