Title: Technical Support Administrator
Rank: Administrator IV
Department: Information Technology
Supervisor: Director of Support Services or designee

Position Summary:
This position designs, configures, implements, maintains, and documents client computer hardware and software components including researching and recommending new hardware, software, and management tools to enhance service quality.

Responsibilities:
1. Performs installation, configuration, administration, maintenance and upgrade of client computer hardware (including desktops, laptops, tablets, monitors, printers and other peripheral equipment) and software components including analysis of user needs and verifying inventory.
2. Provides subject matter expertise in resolving incidents and problems and takes the lead in diagnosis and troubleshooting of client computer technologies.
3. Plans, designs and implements centralized client management solutions including but not limited to print management, anti-virus, patch management, and shared license key solutions.
4. Builds, develops, troubleshoots and tests of images for client devices.
5. Works with other client support staff to ensure the accuracy, validity and integrity of the inventory and asset management data as it pertains to the client computing area at all points during the life cycle of the device (order, receiving, stock, deployment, move, retirement, and swap).
6. Assists in the design and implementation of virtual desktops to centralize distribution of software to desktops.
7. Assists in the implementation of security policies & procedures, along with investigation and resolution of security incidents, to ensure a stable and secure client computing environment.
8. Develops standard operating procedures and trains staff in the implementation of these procedures.
9. Researches and recommends new hardware, software, and management tools to enhance service quality.
10. Manages small to medium projects including needs analysis, planning, testing, and implementation.
11. Works directly with vendors and technical support personnel on equipment and software purchases, as well as support and maintenance contracts.
12. May supervise professional staff and/or student workers.
13. Performs other duties and responsibilities related to those described above which do not alter the basic level of responsibility of the position.

Qualifications:

1. Bachelor's Degree in Computer Science or related discipline required. Advanced degree preferred.
2. Minimum of four years experience in Windows or Mac desktop administration, deployment, and troubleshooting. Experience working in a diverse, heterogeneous computing environment required.
3. Experience with PC or Mac computer imaging, restoration, recovery, backup, software/hardware diagnostics, troubleshooting, and repair required.
4. Knowledge of networking/security concepts, policies, and technologies required.
5. Apple Certified Macintosh Technician (ACMT) certification or Microsoft System Engineer certification a plus.
6. Familiarity with one or more scripting and programming languages.
7. Excellent customer service and communication skills. Ability to work with people of various backgrounds and on all levels of technical knowledge.
8. Strong organizational, analytical and problem-solving skills.
9. Strong project management capabilities including project planning, resource management (including third party resources), time estimation and execution. Ability to take ownership and manage projects from start to completion.
10. These qualifications may be waived for individuals with an equivalent combination of education, training and experience.