



Kendall College of Art and Design
of Ferris State University

17 Fountain St. NW
Grand Rapids, MI 49503

P 616.451.2787
F 616.831.9689

Position Title:	Desktop Support Technician Level 3 (KCAD)
Location:	Grand Rapids (Kendall)
Department:	92440 - KCAD Info Tech Academic
Advertised Salary:	\$57,000 plus an excellent comprehensive benefit package (health care, retirement, vacation, etc.)
FLSA:	Non-Exempt
Temporary/Continuing:	Continuing
Part-Time/Full-Time:	Full-Time
Union Group:	N/A
Term of Position:	12 Month
At Will/Just Cause:	At Will
Summary of Position:	<p>A Desktop Support Technician responds to incidents and requests escalated by the Service Desk that are related to customer equipment in which additional skills, knowledge, tools, or authority are required. May resolve incidents remotely, at the user's location, or via equipment returns. Responsibilities may include hardware and software troubleshooting, deployments, moves, adds, and changes. Technicians must be customer service oriented.</p> <p>The position will perform the listed essential duties and responsibilities at Kendall College of Art and Design of Ferris State University (KCAD) in Grand Rapids, MI, other FSU Grand Rapids locations, and at the Big Rapids campus as</p>

	needed, including special projects during the summer and scheduled regular intervals throughout the year.
Position Type:	Staff
Required Education:	High School Diploma or Equivalency.
Required Work Experience:	5 years work experience in related field.
Required Licenses and Certifications:	CompTIA A+ certification required. Possess a valid driver's license.
Physical Demands:	Office environment, bending, carrying, moving, reaching, sitting, twisting, lifting, pulling/pushing, driving, standing, ability to lift, move and relocate computer hardware.
Additional Education/Experiences to be Considered:	Bachelor's Degree in a related field.
Essential Duties/Responsibilities:	<ol style="list-style-type: none"> 1. Manage computer labs including start of semester classroom readiness, computer setup, software and hardware up-grades, re-imaging, and maintenance. 2. Facilitate and assist in supporting the computer needs of university faculty, staff, and students; including various hardware and software problems. 3. Assist in strategic planning for replacing or upgrading computer related devices, as well as implementation of new technologies. 4. Coordinate end-user software planning and procurement of all computers related hardware and software, while promoting good licensing practice and educating end-users of software piracy laws. 5. Test and evaluate various software applications and resolve workstation conflicts. 6. Participate in the annual replacement cycle of primary computers for employees 7. Research, recommend and assist in purchasing, upgrading, replacing any computer related equipment/devices, or implementing new technologies. 8. Prepare appropriate documentation and quotations for the procurement process utilizing preferred vendors when possible. 9. Participate in the asset lifecycle management of hardware and software in partnership with the inventory team.

	<ol style="list-style-type: none">10. Provide support for classrooms where collaborative learning technologies are deployed.11. Provide outstanding customer service while interacting with end users (physical, oral, and written language).12. Image and deploy computers and other supported device operating systems; install standard and unique software.13. Participate in a Knowledge Centered Service environment by contributing to and using the knowledge base.14. Reports directly to immediate supervisor as assigned.15. Responsible for maintaining the confidentiality of designated information.16. Produce quality work and contribute to the team's quality of work.17. Follow proper procedures when working in secure areas such as HIPAA, FERPA, and PCI environments.18. Meet performance metrics and standards set by leadership.19. Support initiatives from ITS leadership20. Train and mentor Desktop Support Technician Level 1 and 2 positions and student employee technicians.21. Lead and present topics of relevance that would benefit the team during training sessions.22. Respond to security incidents and collaboration with the Cyber Security Team and remediate the issue.23. Respond to customer escalated issues.24. Dispatch incidents and service requests as necessary and allocate ticket ownership.25. Respond to employee urgent separations while maintaining confidentiality.26. Respond to IT support issues in the Grand Rapids university buildings, the main campus in Big Rapids, and on occasion, numerous satellite locations throughout the State of Michigan.27. May include student and staff supervisory responsibilities.28. Assist Desktop Support manager with special projects as necessary.29. Strong MAC OS, MAC iOS, and Windows OS experience is needed to provide related support with endpoint devices.30. Hardware experience is needed to work on MAC and Windows based computers.31. Must be able to perform duties of both Desktop Support Technician Level 1 and 2 positions.32. Demonstrate an understanding of diversity, equity, and inclusion, especially in working relationships with students,
--	--

	<p>faculty, staff and community members.</p> <p>32. Any other duties assigned within the position classification area.</p>
Marginal Duties/Responsibilities:	<ol style="list-style-type: none"> 1. Assist users in the operation and minor adjustment of audiovisual electronic equipment and systems. 2. Collaborate with end users and vendors to assist in resolving hardware and software issues. 3. Provide frontline technical support for faculty, staff, and students. May include walk-up and phone support. 4. Participate on various committees as necessary.
Skills and Abilities:	<ol style="list-style-type: none"> 1. Customer service skills 2. Ability to learn quickly 3. Communication skills 4. Problem-solving skills 5. Troubleshooting skills 6. Teamwork skills 7. Interpersonal skills 8. Ability to work under pressure 9. Support experience 10. Adaptability 11. Multitasking 12. Ability to hold yourself and team members accountable 13. Self-motivated 14. Demonstrated commitment, experience and understanding for diversity, equity and inclusion.
Required Documents:	<p>Cover letter</p> <p>Resume</p>
Optional Documents:	
Special Instructions to Applicants:	
Initial Application Review Date:	November 21, 2022
Open Until Position is Filled?:	Yes
Posting Close Date:	

Contact Information and EEO Statement:	<p>For inquiries related to this job posting please contact Adam Wetherell – KCAD/Ferris State University's Human Resources Department at (616) 259-1164 Monday - Friday between 8 AM to 5 PM EST or you may email us at www.fsujobs.com.</p> <p>Ferris State University, an Affirmative Action/Equal Opportunity employer, is committed to enhancing equity, inclusion, and diversity within its community. Ferris offers employment opportunities to qualified candidates seeking careers in a student-focused environment that values opportunity, collaboration, diversity and educational excellence. Learn more about the Ferris Mission and community at ferris.edu. The University actively seeks applications from women, minorities, individuals with disabilities, veterans, and other underrepresented groups. For more information on the University's Policy on Non-Discrimination, visit: Ferris Non-Discrimination Statement.</p>
---	--