501 East 38th Street
Erie, PA
16546
814-824-2000
800-825-1926
mercyhurst.edu

IT Support Specialist – Leasing Coordinator

Department: Computer Center   **Report To:** Assistant VP of Administration and COO
Status: Exempt, Full Time   **Classification:** Administrator
Closes: Open until filled

POSITION SUMMARY

This position will be required to support all desktop and laptop systems across campus. Desktop support responsibilities include: imaging new PCs or laptops, configuring Apple computers, hardware/software setup and configuration, remote control, and phone support to troubleshoot and resolve issues. Leased equipment replacement, repair, and returns. Windows and Apple OS support.

DUTIES AND RESPONSIBILITIES

Includes the following and other duties may be assigned.

Computer Equipment Lease Process:

- Manage the leasing process from beginning to end for the replacement and return of leased equipment across campus.
- Track and manage leasing data, including requests for quotes, creation of purchase orders, and lease terms.
- Coordinate with IT, Finance, and leasing partners to ensure accurate and up-to-date records.
- Install and configure software and operating systems.
- Install necessary software on all computers being replaced.
- Prepare faculty and employees for the replacement of their computers.
- Work with faculty and employees to schedule their computer replacement.
- Return all computers/equipment coming off lease each quarter prior to the end of quarter deadline.
- Work with vendors to schedule hardware repairs on computers/equipment that have hardware failures that are under warranty or that have been damaged.
- Manage the University's computer inventory.
- Manage the student employee assigned to assist with leasing.

PC Support Duties:

- Under direct supervision, provide support for users with computer hardware and software issues.
- Accurately diagnose and resolve technical issues.
- Respond to software installations, moves, and configuration changes.
- Effectively escalate issues to the appropriate resources when necessary.
- Maintain accurate information and data regarding end-user issues within the ticketing system and track leased equipment.
- Provide desktop support for computers and software through phone and direct contact with clients at all levels.
- Perform other tasks as requested or assigned.

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EDUCATION AND EXPERIENCE

Bachelor's degree in information technology or related field preferred. Three to five years of experience in Information Technology preferred or equivalent combination of education and experience.

KNOWLEDGE AND SKILLS

Ability to read and interpret documents, write routine reports and correspondence, and communicate effectively on the interpersonal level.
Ability to research technology issues and hardware/software to determine the best course of action for the university.

Excellent communication skills, experienced professional in telephone communications; exceptional interpersonal skills and problem-solving ability; service oriented; proficient in Microsoft Office software and Internet research; able to work under pressure, handle multiple tasks/deadlines/priorities; strong service orientation; ability to work independently with minimal direction.

Technical skills required include:

- Basic hands-on experience in a technical support role that includes desktop PC and Apple support responsibilities.
- Experience with Active Directory, Exchange, and Azure.
- Experience with Office products such as Word, Outlook, and Excel.
- Knowledge and experience supporting, troubleshooting, and configuring PC Hardware.
- Willingness to learn new technologies and adapt to evolving IT landscapes.
- Familiarity with JAMF, Imaging (SmartImager), PDQ Inventory and Software Deployment, VPN and PowerShell is a plus.

WORKING CONDITIIONS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and use their hands. The employee is frequently required to walk, reach with hands and arms, and talk or hear. The employee is occasionally required to stand, climb, balance, stoop, kneel, crouch, or crawl. The employee must regularly li   and/or move up to 10 pounds and occasionally lift or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

APPLICATION PROCESS

Review of applications will begin immediately and continue until the position is filled or until date indicated above. Send cover letter, resume and 3 work-related references to:

Human Resources
Mercyhurst University
501 East 38th Street Erie, PA 16546
hrinfo@mercyhurst.edu

Mercyhurst University values diversity and is committed to the goal of achieving equal opportunity for all. For that reason, Mercyhurst abides by federal, state, and local law in admissions, employment and all services and programs provided.

Mercyhurst does not unlawfully discriminate based on race, color, religion, creed, sex, citizenship status, ancestry, national or ethnic origin, age, familial status, sexual orientation, gender identity or expression, physical or mental disability, military or veteran status or any other legally protected characteristic or because of any individual's legally protected activities.

Mercyhurst complies with federal, state, and local legislation and regulations regarding nondiscrimination. This policy applies to faculty, administration and staff, applicants for employment, students and applicants for educational programs and activities.

Candidates must be currently eligible to work in the United States.