Help Desk Employment Opportunities

The CANR-IT is seeking to hire individuals with strong technical troubleshooting skills to work in CANR-IT Help Desk.

The Help Desk staff will assist faculty, staff, and students (in person, over the telephone, and via email) with questions and problems related to the use of CANR computing resources. Technicians will troubleshoot and repair hardware, software, and network problems for faculty, staff and students; Inform the appropriate CANR-IT staff of reported issues/problems with CANR computing resources; Log, update and solve outstanding Help Desk tickets; Perform other duties as assigned.

Experience with the following is highly desirable:

- Working knowledge of Windows and Mac OS.
- Software installs and troubleshooting
- Hardware diagnostics, installations and repairs
- Printer troubleshooting
- Networking knowledge
- Handheld device troubleshooting with iOS and Android
- Poster Printing
- Classroom technology troubleshooting
- Video Conferencing setup

We will train you in the various areas that we support, and the knowledge we provide will be useful in the future.

If you are interested in being a part of the CANR-IT Help Desk staff, send resume to yohannes@udel.edu

Employment offers will be conditioned upon successful completion of a criminal background check. A conviction will not necessarily exclude you from employment.

The University of Delaware is an Equal Opportunity Employer which encourages applications from Minority Group Members and Women. The University's Notice of Non-Discrimination can be found at http://www.udel.edu/aboutus/legalnotices.html