Desktop Support Associate (Temporary position), University of Delaware Department of Athletics and Recreation Services

(1 temporary position available starting March 1st; $20-$25 hourly based on prior experience and 24-28 hours per week)

University of Delaware
Newark, DE

**Context of Job:**

The Desktop Support Associate, at the University of Delaware is a valued member within the University and Department of Intercollegiate Athletics and Recreation Services (DIARS), upholding and embracing the departmental mission of “Inspiring Greatness Together.”

Works across a broad range of technologies and liaises across multiple areas of the business to support incidents, problems and requests. Responsible for answering IT requests in person, via phone, email and ticketing system and explaining solutions in technical and nontechnical terms.

**Desktop Support Job Duties:**

• Install/Configure PCs and peripheral devices (such as printers, scanners, mobile/smart phones) related to technology infrastructure, in accordance with department standards

• Provides advice and guidance to colleagues regarding incidents

• Maintain installed PCs and peripherals with routine maintenance

• Identify, log and resolve technical problems with software applications or network systems

• Identify potential changes and system improvements to present to team leaders for consideration and implementation

• Ensure that work is carried out within agreed service levels and in accordance with department guidelines

• Create, maintain, and distribute reports of progress to leadership

• Explain and document technical issues in a clear way to clients

• Use logging system to accurately record requests

**Desktop Support Skills and Qualifications:**

Excellent Customer Service in Face-to-Face, Telephone or Electronic Interaction with Clients, Good Language and Communications Skills, Problem-Solving, Relevant Certifications such as Microsoft/Comptia, Good Understanding of Computer Support and Troubleshooting, Knowledge
of Windows 10, Mac OSX, and iOS products and/or Apple Operating Systems, Ability to Work in a Team, Ability to Prioritize Projects

To apply for this position, send your cover letter and resume to dcoleman@udel.edu.

Equal Employment Opportunity

Employment offers will be dependent 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, Women, Individuals with Disabilities and Veterans. The University's Notice of Non-Discrimination can be found at http://www.udel.edu/aboutus/legalnotices.html