

Part-Time Computer Support Technician, Office of Educational Technology

Department: Office of Educational Technology, College of Education & Human Development

Location: Office of Educational Technology, Main Campus

Application Deadline: Until Filled (applications reviewed upon receipt)

Context of the Job:

The Office of Educational Technology (OET) at the University of Delaware provides computing and technical support for faculty and staff of the College of Education & Human Development (CEHD). Under the general direction of the OET manager, the support technician provides technical support to CEHD faculty, staff, and student workers. This position will primarily work out of the OET office in Pearson Hall.

Major Responsibilities:

- Set up, maintain and troubleshoot computer equipment, peripherals, and audiovisual equipment in CEHD offices and classrooms.
- Install and provide support and instruction in using common networking, communication, and office productivity software, such as Zoom, Microsoft Office, Adobe Acrobat, and Cisco AnyConnect VPN client.
- Ensures system and software configurations are installed in accordance with UD and CEHD computing security standards and requirements.
- Assist in daily operations as needed.
- Perform other job-related duties as assigned by supervisor.

Qualifications:

- High school degree or equivalency required.
- Experience with Windows and MacOS operating systems. Experience with ChromeOS, iOS/iPadOS, and Android operating systems preferred.
- Familiarity with office, networking, and communications software
- Prior computing support experience preferred.
- Excellent organizational and time management skills, including the ability to prioritize, plan, and organize work are required.
- Ability to make procedural decisions and judgments; to analyze and solve problems with attention to detail.
- Ability to communicate effectively, both verbally and in writing, with individuals from diverse backgrounds with varying levels of technology experience.
- Ability to practice discretion in handling sensitive and confidential information.
- Ability to manage multiple projects and responsibilities in a fast-paced service environment.

Compensation/To Apply: This is a part-time, miscellaneous wage position with no university benefits. Compensation commensurate with experience. Please send a cover letter, resume, and three work references to oet-info@udel.edu.

Hours: This is a part-time, 29 hours per week or less, miscellaneous wage position with no university benefits. Variable schedule between the hours of 8 – 5 Monday-Friday.

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/affirmative action employer and Title IX institution. For the University's complete non-discrimination statement, please visit <https://www.udel.edu/home/legal-notices/>.