

Job Title: IT Technician- University of Delaware Police Department (part-time)

Anticipated Start Date: March 2026

Estimated Pay: \$20/hour

Schedule: After initial orientation schedule for training, the weekly schedule will adjust to include evening hours up to 3 days a week. Example schedule would be Tuesday 1:00pm – 8:00pm, Wednesday 1:00pm – 8:00pm, Thursday 2:00pm – 8:00pm (20-25 hours/week)

Location: 413 Academy Street (Newark campus)

About the department:

The University of Delaware Police Department is a fully accredited police department charged with providing a safe and secure environment for our campus community. The University of Delaware Police Department and its 911 Call Center are active 24 hours a day and greatly rely on IT and law enforcement systems to help ensure the safety of the community at all times.

Role Description:

The University of Delaware Police Department is seeking responsible, motivated candidates to apply for the position of IT Technician. This individual will work closely with UDPD officers and support staff to help troubleshoot issues with the department's specialized systems as well as provide general IT support.

Primary Responsibilities:

- Desktop support for workstations, laptops, body worn cameras, and other police technology equipment.
- On-site support coverage that overlaps with evening shift change, Monday through Friday.
- On-site support coverage on Saturday and Sunday as needed.
- Set up and breakdown of Command Post equipment for UD home football games and other events.
- Imaging new PCs for deployment.
- Maintaining UDPD hardware inventory spreadsheets.
- Assisting end users with password resets and account lockouts.
- Verifying backup completion status and escalating any failures via ticketing system.
- Triaging offline camera issues, troubleshooting and performing resets when able.
- Assisting with secure data destruction and managing surplus inventory.
- Cable management.
- Deployment of new monitors / displays.
- Triaging network printer issues and performing printer maintenance tasks.
- Assisting users with general email issues (calendar access, archiving, rules, connectivity).

Qualifications:

- Applicants should have prior Information Technology education or experience in the form of completed coursework, technical certifications or previous employment. Degree completion is not a requirement.
- Must be able to lift IT equipment (up to 50 lbs.) as needed.
- Must pass a background screening to include a criminal history check.

Interested candidates should send a cover letter/resume to jobs-udpd@udel.edu.

Please note that dates are subject to change depending on the needs of the department.