ONECard Support Technician

POSITION SUMMARY

Under the supervision of the ONEcard Sr. Systems Analyst, the POS Support Technician will support, troubleshoot, and resolve problems for the ONEcard IT environment, including maintenance and installation of card readers and peripherals, card production and digital photo imaging equipment. Provide support for the various IT applications used for the University’s transaction system, ID card production, and Point of Sale systems. Coordinate and facilitate Help Desk ticket resolution. Assist with the management of ONEcard hardware, card production equipment and point of sale inventory.

RESPONSIBILITIES

• Support, troubleshoot, and resolve problems for the ONEcard IT environment, including maintenance and installation of card readers and peripherals, card production equipment and digital photo imaging equipment, ONEcard systems daily monitoring, ONEcard Data Integrity/Flow issues, Computer Accounts and Desktop Management, Purchases, configuration, and support within ONEcard, and various IT applications used for the University’s transaction system, ID card production, and source data systems. Escalate as needed to 2nd tier.

• Initiate and implement ways to leverage technology to make improvements and enhance services

• Coordinate and facilitate Help Desk ticket resolution.

• Manage hardware, and other related equipment inventory

• Produce identification cards (ONEcards) for the University community; provide courteous and professional customer service to those needing assistance, information, and problem resolution.

• Provide user training and ongoing support to end-users of the ONECard systems.

• Perform additional responsibilities as assigned.

QUALIFICATIONS

• 2 to 3 years of relevant experience or equivalent combination of education and experience. • Excellent customer service and strong organizational skills are necessary. • Must be able to prioritize and meet deadlines.

• Ability to troubleshoot and solve problems with autonomy.

• Effective verbal and written communication skills.

• Demonstrated knowledge and skills in supporting IT system hardware and data flow between systems.

• Adherence to privacy and security guidelines for private and sensitive data.

• This position will average 28 hours a week. However, there may be times when the hours fall on weekends and evenings due to the time of year.

TO APPLY:

• Please send a cover letter and resume via email to smortime@udel.edu

• Subject line should read: “Application for ONECard Support Technician.”