



VACANCY ANNOUNCEMENT

Professional Services Specialist 2, Computer Services

Job Number: 498477
Category: Professional
Department: Information Resources & Technology
Close Date: 05/22/2023 (11:55pm)
Location: Glassboro, NJ

Summary:

Rowan University is seeking an experienced, adaptable Support Specialist to join our Technology Services group. In this position you will be responsible for supporting faculty, staff and student computing and printing, including computer labs, specialty labs, staff and faculty offices, and Technology Enhanced Classrooms.

Responsibilities:

- Support and maintain all Rowan-owned technology including Technology Enhanced Classrooms, computer facilities, staff and faculty offices, and computer labs from 8:00am to 4:00 pm, Monday through Friday.
- Troubleshoot and repair Apple and Lenovo hardware issues, including warranty repairs.
- Install and troubleshoot software on Rowan-owned computing devices.
- Take a leading role in supporting the Universities fleet of Apple computers.
- Support end-users using varying operating systems including Windows and Macintosh.
- Maintain user support tracking systems.
- Maintain support and training materials.
- Support and maintain Rowan computer lab printing systems.
- Work with faculty to design and implement lab software configurations including specialty lab images on an annual basis.
- Provide high quality and professional customer-based service for all instructional, research and computing needs.

Requirements:

- Bachelor's degree or 4 years equivalent work experience in a technical field with a focus on instructional technologies. Professional experience may be substituted for education on a year-for-year basis.
- Experience working collaboratively on instructional projects and leading multiple projects.
- Strong understanding of classroom pedagogy.
- Strong interpersonal and customer service skills.
- Proficiency in diverse operating system computing environments.
- Experience with printing technologies, support, and maintenance.

Preferred Qualifications:

- Apple repair technician certification is required, but can be obtained upon hiring.
- Excellent oral and written communication skills.
- Strong organizational and problem-solving skills.
- Ability to work independently and to solve problems with minimal supervision.
- Ability to stay current with rapidly changing technology.
- Knowledge of Library technologies is a plus.

Salary:

- Range P24 (\$66,479-\$75,778)

Notes:

- Rowan University is an Equal Opportunity Employer and values diverse people and abilities. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions of this position.
- Candidates must be legally authorized to work in the US, and the university will not sponsor an applicant for a work visa for this position.
- Only completed online applications submitted on or before the posted deadline will be considered.

SAME APPLICANTS: If you are applying under the NJ "SAME" program, your supporting documents (Schedule A or B letter), must be submitted along with your resume by the closing date indicated above. For more information on the SAME Program visit their Website at: <https://nj.gov/csc/same/overview/index.shtml> , email: SAME@csc.nj.gov , or call CSC at (833)691-0404.

To view the vacancy announcement in its entirety and to apply online, please visit: <https://jobs.rowan.edu/cw/en-us/job/498477/technology-services-support-specialist-pss2cs-information-resources-technology>