

Client Support Specialist

Classification	Non-Exempt, Full-Time, 12-month
Department/Division	IITS/User Services/Business Affairs
Reports To	Managing Director, User Services

About King's

King's College is a Catholic institution of higher education animated and guided by the Congregation of Holy Cross. King's pursues excellence in teaching, learning, and scholarship through a rigorous core curriculum, major programs across the liberal arts and sciences, nationally accredited professional programs at the undergraduate and graduate levels, and personal attention to student formation in a nurturing community. We offer competitive total rewards, tuition remission for employees and their dependents, 403(b) plans, and generous paid-time-off and holidays. Our culture is driven by our commitment to our mission, our community and our friendly, knowledgeable faculty and staff.

EEO Statement

King's College does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, parental status, military service, or other non-merit factors. We celebrate diversity by fostering a welcoming and inclusive environment where each member of King's College feels respected with a sense of belonging.

Job Function

Provides a range of hardware and software support to faculty, staff, and students. The Client Support Specialist maintains a close and responsive working relationship with the personnel of the MIS, Instructional, Student Support Services, and User Services teams.

Essential Elements

1. Work closely with Managing Director of User Services to develop integration plans for new and existing spaces.
2. Assist with coordination of Student Support Services schedule.
3. Assist in the Development of Student Support Services rotation.
4. Assists faculty and students with daily technology needs.
5. Manages the imaging process.
6. Assist with the development of Student Support Services.
7. Schedules and tracks usage of portable technologies including laptop computers, LCD projectors, broadcast production equipment, cellular internet devices and conventional audiovisual resources.
8. Assists with the daily management of the telephone system.
9. Manages streaming technology and associated infrastructure.
10. Manages and maintains the MFP fleet and print management technology.
11. Administers and manages requests for conference call bridge.
12. Serves as shared resource to campus wide information technology help desk.
13. Provides or coordinates faculty and student requested audio-visual production including, classroom recording, special event video and audio recording.
14. Maintains (troubleshooting and minor repair) audio, video and computer equipment, multimedia classroom and auditorium facilities campus wide.
15. Maintains knowledge of new computer technology and advancements in hardware and software.

16. Designs and implements temporary technology solutions for special events such as dinners and educational conferences.
17. Supports Conference and Event Services to meet the technological needs for on-campus special events.
18. Support of digital signage network.
19. Obtain appropriate vendor certifications.
20. Basic Microsoft Office Utilization, (Word, Excel, Access, PowerPoint).

Required Skills, Training, and Experience

- Minimum of B.S. / B.A. degree in related field or 5 years equivalent related experience.
- Experience with conventional and computer based instructional technologies including both operational and maintenance abilities.
- Excellent communication / client service skills.
- Strong PC troubleshooting skills desired.
- AMX and Crestron experience desired.
- May be assigned appropriate related special duties deemed necessary and important to the function of the Division.
- Performs other related duties as assigned.
- Occasional evening and weekend work may be required.

Physical Conditions

High energy fast paced environment. Typical office working conditions in addition to the ability to bend, stoop, reach, sit, stand, and lift approximately 15-20 pounds on regular basis.

Internal candidates, please submit your materials to hrjobs@kings.edu by 1/22/2024.