

The Information Technology Department at Bloomfield College is looking to fill a full-time, second shift technical support position. Professional communication skills are a must. Please send inquiries and resumes to: ResumesIT@Bloomfield.edu.

Position Purpose:

To serve as technical support and provide troubleshooting services to end-users. While demonstrating excellent customer service skills, being able to resolve service requests via telephone, email, and in person. Assist with back-end support needs.

Position Responsibilities:

First Level Support: provide general information, account creation, and database maintenance.

Analyze and resolve problems and technical issues.

Troubleshoot, document, and track pertinent data into IT management software for departmental resources.

Research issues that cannot be resolved on a first level.

Assist with administrative duties, event coordination, student and faculty presentations.

Second Level Support: work with various IT groups on projects and deployments.

Assist with back-end maintenance and device interconnectivity.

Troubleshoot and run cabling, perform terminations.

Diagnose networking issues.

Qualifications:

Bachelor's degree and/or equivalent work experience in an IT role.

Strong organizational and problem recognition skills.

Proficiency in desktop applications and basic networking; knowledge of TCP/IP is desirable.

Proficient written and verbal communication skills.

Flexibility to work with rotating schedules.