

Computer Support Technician

Position Details

Position Information

Posting Number	C1398P
Quick Link for Posting	http://jobs.uark.edu/postings/31280
Working Title	Computer Support Technician
Position Number	12465
Department	University Libraries Information Technology Services
About the University	<p>Founded in 1871, the University of Arkansas is a land grant institution, classified by the Carnegie Foundation among the nation's top 2 percent of universities with the highest level of research activity. The University of Arkansas works to advance Arkansas and build a better world through education, research and outreach by providing transformational opportunities and skills, promoting an inclusive and diverse culture and climate, and nurturing creativity, discovery and the spread of new ideas and innovations. Ten colleges and schools serve more than 27,600 students with 200+ academic programs. U of A students earn nationally competitive awards at an impressive rate and represent all 50 states and 120 countries. The University of Arkansas campus is located in Fayetteville, a welcoming community ranked as one of the best places to live in the U.S. The growing region surrounding Fayetteville is home to numerous Fortune 500 companies and one of the nation's strongest economies. Northwest Arkansas is also quickly gaining a national reputation for its focus on the arts and overall quality of life. Arkansas is a natural wonder of forests, mountains and lakes framed by picturesque rivers and streams. Some of the best outdoor amenities and most spectacular hiking trails are a short drive from campus.</p> <p>As an employer, the University of Arkansas offers a vibrant work environment and a workplace culture that promotes a healthy work-life balance. The benefits package includes university contributions to health, dental, life and disability insurance, tuition waivers for employees and their families, 12 official holidays, immediate leave accrual, and a choice of retirement programs with university contributions ranging from 5 to 10% of employee salary.</p>
About the College/Department	The University Libraries system is comprised of David W. Mullins (main) Library, the Physics Library, the Chemistry and Biochemistry Library, the Fine Arts Library, the Robert A. and Vivian Young Law Library, and the Library Annex. Combined holdings number over 2 million volumes. The libraries participate in the Greater Western Library Alliance, the Center for Research Libraries, and other state and national consortia. Library personnel (FTE) include 73 faculty and professional staff, 58 support staff, and 30 student assistants.
Department Home Page	https://libraries.uark.edu/
Job Type	Staff
Summary of Job Duties	The Computer Support Technician provides IT and computer hardware and software support for faculty and staff throughout the University Libraries (Mullins Library, Chemistry/Biochemistry Library, Fine Arts Library, Physics Library, Library Annex, and Library Storage Area); processes purchases for hardware/software; maintains hardware and software inventory, warranties, and maintenance contracts for the Libraries; provides support for library software and Systems' Web presence; maintains current technology awareness; and performs other duties as assigned. This position reports to the Associate Dean of Libraries (Director for Resource Management Services).
Minimum Qualifications: Please ensure that all relevant application materials include details addressing the minimum qualifications. Applicants not meeting the minimum qualifications will be disqualified from consideration.	The formal education equivalent of a bachelor's degree in computer science, mathematics, or a related field. OR Completion of technical training in computer science, information technology, or a related field acquired from a vocational, military, or industrial setting plus two years of experience in computer support.
Does this job require any license(s)/certification(s)?	No

If yes, please specify	
Preferred Qualifications	<ul style="list-style-type: none"> • Relevant experience diagnosing and correcting software problems • Relevant experience with Windows and Mac operating systems, Microsoft Office suite, and an integrated library system • Workflow management experience
Knowledge, Skills and Abilities (KSAs)	<ul style="list-style-type: none"> • Excellent organizational, interpersonal, and communication skills • Strong customer service orientation skills
Physical activities associated with this position	<p>The following physical activities are associated with the position and will be performed with or without an accommodation. All individuals are encouraged to apply.</p> <p><i>Occasionally</i></p> <ul style="list-style-type: none"> • Crawling • Sharps • Sitting • Standing • Talking • Walking <p><i>Frequently</i></p> <ul style="list-style-type: none"> • Grasping • Hearing • Lifting • Pulling • Pushing • Reaching • Stooping <p><i>Constantly</i></p> <ul style="list-style-type: none"> • Manipulate items with fingers, including keyboarding • Repetitive motion <p><i>Employee is required to have visual acuity to determine the accuracy, neatness, and thoroughness of the work assigned (i.e., custodial, general laborer, lab personnel, etc.) or to make general observations of facilities or structures (i.e., security guard, Employee is required to have visual acuity to perform an activity such as: operates machines where the seeing job is at or within arm's reach; performs mechanical or skilled trades tasks of a non-repetitive nature, such as carpenters or technicians. , Employee is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading; and/or visual inspection at distances close to the eyes.</i></p>
Physical Conditions	None. The employee is not substantially exposed to adverse environmental conditions (such as in typical office or administrative work).
Work Schedule	Monday - Friday 8:00 a.m. - 5:00 p.m., 40 hours/week
Overtime Eligible	Yes
Is this position weather/event essential? If yes, the employee in this position will report to work at the scheduled time when the University is closed due to inclement conditions.	No
Work Location/Building	Fayetteville Campus – Mullins Library, Information Technology Services
Benefits Eligible	Yes
Appointment Percent	
Salary	\$29,251

Pay Grade Level	C115
Type of Background Checks Required	National criminal background and registered sex offender check
Pre-employment Screening Requirements	The University of Arkansas is committed to providing a safe campus community. We conduct background checks for applicants being considered for employment. Background checks include a criminal background check and a sex offender registry check. For certain positions, there may also be a financial (credit) background check, a Motor Vehicle Registry (MVR) check, and/or drug screening. Required checks are identified in the position listing. A criminal conviction or arrest pending adjudication or adverse financial history information alone shall not disqualify an applicant in the absence of a relationship to the requirements of the position. Background check information will be used in a confidential, non-discriminatory manner consistent with state and federal law.
Posting Detail Information	
Future Open Date	
Close Date	12/21/2018
Open Until Filled	No
Anticipated Start Date	
Anticipated End Date (for temporary appointments)	
Recruitment Contact Information	Kathy Riggle Library Human Resources Manager University of Arkansas Libraries 365 N. McIlroy Avenue Fayetteville, AR 72701-4002 Phone: (479) 575-3080 Fax: (479) 575-4623 Email: libhrofc@uark.edu <i>All application materials must be uploaded to the U of A's employment system at jobs.uark.edu. Please do not send to listed recruitment contact.</i>
Special Instructions Summary	
Hiring Location	222 Administration Building Fayetteville, AR 72701.
EEO Statement	The University of Arkansas is an equal opportunity, affirmative action institution. The university welcomes applications without regard to race/color, sex, gender, pregnancy, age, national origin, disability, religion, marital or parental status, protected veteran or military status, genetic information, sexual orientation, gender identity or any other characteristic protected under applicable federal or state law. Persons must have proof of legal authority to work in the United States on the first day of employment. All applicant information is subject to public disclosure under the Arkansas Freedom of Information Act.
Internal Posting	No
Work Location	Fayetteville, AR

Supplemental Questions

Required fields are indicated with an asterisk (*).

1. * Please indicate your highest level of education in computer science, mathematics, or a related field?

- Less than high school diploma or equivalent
- High school diploma or equivalent
- Some college
- At least one year, but less than two
- At least two years, but less than three
- At least three years, but less than four
- Four years or more

2. * Please indicate your level of experience in computer support.

- No experience
- Less than one year
- At least one year, but less than two
- At least two years, but less than three
- At least three years, but less than four
- Four years or more

3. * Do you have technical training in computer science, information technology, or a related field acquired from a vocational, military, or industrial setting?

- Yes
- No

4. * Please describe your experience diagnosing and correcting software problems.

(Open Ended Question)

5. * Please describe your experience with Windows and Mac operating systems, Microsoft Office suite, and integrated library systems.

(Open Ended Question)

6. * Please describe your workflow management experience.

(Open Ended Question)

Documents Needed to Apply

Required Documents

Optional Documents

1. Resume
2. Cover Letter/Letter of Application
3. Proof of Veterans Status