



NATIONAL AMERICAN UNIVERSITY

POSITION DESCRIPTION

System-wide

To apply, submit an employment application ([click here for application](#)), resume, and letter of interest to: Help Desk Manager
5301 S. Highway 16, Suite 200, Rapid City, SD 57701

This position will be located in Minnesota.

- I. **POSITION TITLE:** Information Technology Support Technician I
- II. **EMPLOYEE CLASSIFICATION:** Professional
- III. **JOB CLASSIFICATION:** Nonexempt
- IV. **ACCOUNTABLE/REPORTS TO:** Help Desk Manager
- V. **POSITIONS REPORTING TO THIS POSITION:** None
- VI. **DUTY HOURS:** Monday through Friday, 40 hours per week, plus additional hours from time to time as may be required to complete the necessary duties.
- VII. **MINIMUM REQUIREMENTS:**

EDUCATION: High school diploma or GED equivalent required, advanced degree preferred.

EXPERIENCE: Two years of experience with Windows Operating Systems, Microsoft Office Applications, and Network Configuration and Deployment

PHYSICAL: Reaching, listening, writing skills, editing, proofreading, hand/eye coordination, hand-wrist-finger dexterity, balancing, bending over, lifting up to 80 lbs., carrying, cleaning, collating, coordinating, dialing, driving, filing, keyboarding, repetitive motions, opening, pulling, pushing, scheduling, sitting, standing, sorting, stapling, stooping, talking, turning, typing, unlocking, walking, writing.

SKILLS EXPECTATIONS: Planning, recordkeeping, reporting, training, answer phone, filing, typing, programming, calculating, problem solving, reasoning, preventive maintenance, reading - basic and technical, writing - basic and technical, word processing, spreadsheets, computer operating systems, networking hardware.

VIII. BASIC FUNCTION/PURPOSE OF THE POSITION: Provide a single point of contact for end-users to receive support and maintenance within the organizations computing environment. This includes installing, diagnosing, repairing, maintaining, and upgrading all computer hardware and software to ensure optimal performance. This person will also troubleshoot network performance issues, provide administrative software support and participate in network systems implementation projects.

IX. DUTIES/RESPONSIBILITIES/EXPECTATIONS OF THE POSITION:

- * A. Install and configure workstations and servers.
- * B. Function as first line of technical support for end-users.
- * C. Provide administrative software support to all NAU staff system wide.
- * D. Troubleshoot software, operating systems, and hardware problems.
- E. Perform periodic maintenance on hardware.
- F. Repair and upgrade hardware.
- * G. Create/update/maintain documentation of network and servers.
- H. Backup and restore data.
- I. Serve as a “backup” for other team members, seek cross-training in their areas of expertise, and perform their duties in their absence.
- J. Review/monitor server event logs daily and respond appropriately to presented situations.
- K. Other duties and responsibilities as may be assigned by the supervisor.

X. COOPERATIVE RELATIONSHIPS WITH THE FOLLOWING: Faculty, staff, students and members of the community.

XI. LIMITS OF AUTHORITY: As defined by the policies, procedures, and practices of the University and/or the President.

National American University reserves the right to alter this position's job description/job duties to meet the needs and goals of the organization.

* Denotes essential elements of the position.