

POSITION ANNOUNCEMENT

POSITION TITLE: IT Technician

KU TITLE: IT Technician (000332)

APPLICATION DEADLINE: Review begins January 13, 2020, and will continue until a qualified pool of candidates is received.

TENTATIVE START DATE: February 24, 2020, exact start date is negotiable.

SALARY, EMPLOYMENT STATUS, AND FRINGE BENEFITS: Full-time position with benefits, subject to annual review. Salary range is \$50,000 to \$60,000, commensurate with qualifications and experience.

POSITION OVERVIEW:

The IT Technician leads the delivery of computer support services including desktop and peripheral device support, new computer setup, software management and installation, and user education. This position will also provide backup to the Kansas Geological Survey's (KGS) Network Administrator on a variety of system and network support services.

For further information about the Kansas Geological Survey visit our website: <http://www.kgs.ku.edu/General/jobs.html>

RESPONSIBILITIES:

60% Computer support services:

- Supervise the KGS HELP desk operation.
- Provide technical support for Windows/Macintosh systems, including software, peripherals, network hardware, printers, Multiple Function Devices, and installation and support of telephone devices.
- Recommend, setup, configure, deliver, and install new computers for KGS staff.
- Orient new employees with KGS login access and insure desktop setup is fully functional.
- Provide board-level replacement/repair of out-of-warranty computers.
- Facilitate central campus IT licensing software installations using SCCM.
- Maintain databases and other records of users, connections, and equipment.
- Develop and maintain written operational procedures.
- Train and direct IT student employees.
- Support (main entrance computer signage, conference room facilities, and auditorium).

25% System and network support services:

- Participate in VMware vSphere administration.
- Participate in Linux systems patching.
- Ensure backup systems are functioning properly; resolve or report issues as appropriate.
- Create/maintain user accounts for email and Active Directory systems.
- Monitor and manage the KGS mail server.
- Participate in patching of Windows Servers.
- Install/maintain wired ethernet connections.

10% Coordination and outreach:

- Organize and conduct technical seminars for KGS staff;
- Consult with users regarding capabilities of hardware and software.

5% Other duties as assigned by supervisor

REQUIRED QUALIFICATIONS:

1. Bachelor's degree from an accredited college or university in computer science or related field OR Associates degree in computer related field and two years of related professional experience OR four years of related professional experience may be substituted for degrees.
2. Three years professional experience with computer system setup and configuration.
3. Three years professional experience providing computer desktop support.
4. Three years professional experience supporting Microsoft Windows.
5. Three years professional experience troubleshooting and replacing computer hardware.
6. Strong communication skills. Written skills will be evaluated by quality of application materials and/or list of published materials. Oral communication skills will be assessed by the interview and through reference checks.

POSITION REQUIREMENTS:

1. Ability to lift and move up to 30 pounds.

PREFERRED QUALIFICATIONS:

1. Advanced degree in computer science or related field.
2. Two or more years of professional experience with Linux or OS X.
3. Two or more years of professional experience with VMware.
4. One or more years of professional experience installing twisted-pair ethernet lines.
5. One or more years of professional experience managing Windows servers.
6. One or more years of professional experience leveraging cloud-based platforms (Amazon Web Service, Azure, Google) for storage, virtual machine hosting, etc.
7. One or more years of professional experience with network-based storage technologies.
8. One or more years of professional experience with programming, scripting, or process automation.

APPLICATION PROCEDURE:

Apply online only at <https://employment.ku.edu/staff/16233BR>. Complete the University of Kansas Unclassified Professional Staff profile and upload the required material:

1. Cover letter addressing the required and preferred qualifications and position requirements.
2. Resume.
3. Contact information for three professional references.
4. Unofficial college transcripts to meet education requirement, if applicable.

Review begins January 13, 2020, and will continue until a qualified pool of applicants is received. For best consideration apply by the review date above.

CONTACT INFORMATION:

Annette Delaney, Kansas Geological Survey, University of Kansas. adelaney@ku.edu or 785-864-2152.

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