

SACRED HEART MAJOR SEMINARY

JOB DESCRIPTION	
Position Title: Systems Technician	Department/Office/Division: Information Technology
Title of Immediate Supervisor: Manager of Technology	Work Location: 2701 Chicago Blvd. Detroit, MI 48206
	Hours Authorized: 35 hrs./week
Approved by Director of Finance	Classification & Compensation: Exempt with salary range of \$50,000 to \$65,000

BASIC FUNCTION OF POSITION

To provide faculty, staff, and students support for desktop and web applications and common network and hardware issues; resolve problems and coordinate with the I.T. department, so that such requests are handled in an effective manner.

ESSENTIAL DUTIES AND TASKS REQUIRED BY THIS POSITION

1. Repair, troubleshoot, and setup technology hardware.
2. Fulfill staff, faculty, and students' requests for desktop, media cart, telecommunications (phone) and network connections.
3. Manage and maintain campus security cameras.
4. Manage and maintain campus physical access control systems.
5. Manage and maintain system tasks and assigned projects to successful resolution.
6. Perform computer setup, maintenance, updates, and upgrades
7. Responsible for student, staff and faculty computing devices, phones, and classroom technologies.
8. Schedule and perform system equipment moves.
9. Troubleshoot phone issues.
10. Maintain internal hardware and software inventory databases.
11. Document system processes.
12. Perform additional duties as assigned.

TECHNICAL QUALIFICATIONS

1. Basic proficiencies in computer systems hardware and software maintenance and troubleshooting.
2. Incumbent is equipped with necessary IT skills to perform core duties at time of hire.

3. Ability to connect and navigate SHMS network resources. This requires exposure to DOS, Windows (all SHMS supported versions), Active Directory, IP networking concepts, and server-client Windows environment computing.
4. Knowledge of all aspects of PC components and peripherals, including laser and inkjet printers, phone, Smart Classroom and media carts.
5. Troubleshooting PC, laptop, printers, phone and Help/Desk Experience required
6. Basic knowledge of wired and wireless networking.
7. Associates degree or equivalent experience.
8. Familiarity with Active Directory rights management.
9. Familiarity with Active Directory Group Policy.
10. Excellent troubleshooting skills needed all supported hardware and software.
11. The ability to develop software packages for remote deployment.
12. The ability to diagnose hardware problems in all supported hardware.

OTHER QUALIFICATIONS

1. Ability to communicate clearly and effectively with different levels of technical audiences.
2. Good phone communications skills.
3. Ability to perform in a fast-paced multi-tasked environment.
4. Strong human relations and interpersonal skills.
5. Able to teach, train, and troubleshoot.
6. Punctual - must be highly reliable and dependable.
7. Ability to work flexible hours.
8. Ability to work with little or no supervision.
9. Ability to function as a team member.

Persons meeting the above requirements are welcome to apply. It is the policy of Sacred Heart Major Seminary to provide equal employment opportunity. Interested and qualified persons must send a resume and letter of interest to **Director of Finance/Treasurer**, at the above address, or e-mail Vucinaj.martin@shms.edu.