



University of New Haven

Position Title:

Student Support Technician

Department: Business Office

Search #21-14A

Reporting to the Director of Educational Technology, the Student Support Technician will provide technical support to university students, including computer repair, software installation, and network connectivity. Assist students connecting streaming or gaming devices. Escalate issues that cannot be resolved to other technology experts. Train student employees to perform same duties. All student populations supported: including residential, off-campus residential, and commuter. Represent Office of Information Technology at student orientations and move-ins. Provide support via email, chat, phone and in person. Experience with MacOS/iOS/Windows/Android required.

CORE DUTIES:

- Provide continuous direction, training, and development opportunities to the Student Technical Support Team, enabling ability of student workers to build new skills and increase engagement
- Manage ticket/service requests while meeting or exceeding defined service level expectations
- Develop workflows and processes for help desk technicians to improve the quality of service to users
- Serve as a subject matter expert in order to provide troubleshooting advice, and directly resolve complex technical issues
- Ensure the student workforce provides timely, effective, and proficient customer support while using discretion
- Lead and mentor a group of peers in order to foster a well diverse and high-performing team
- Contribute to improving the student support digital presence by participating in projects that solve problems and increase reach
- Support collaboration tools, communication software, and personal computing technologies - administer loaner equipment when necessary

QUALIFICATIONS, KNOWLEDGE, SKILLS AND ABILITIES:

- A Bachelor's Degree and 3-4 years of directly related experience in a Higher Education environment is preferred.
- Must act as a liaison between students and other offices of the University for seamless and punctual resolutions
- Preferred experience will include a minimum of 2-3 years in general computer repair and software installation.
- Some familiarity with the integration of wireless networks



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- Must work well in a team environment
- Demonstrate good communication skills
- Be willing and able to learn new technologies
- MacOS/iOS/Windows/Android proficient

University of New Haven Diversity, Equity, Inclusion, and Belonging Vision

The University of New Haven is a diverse institution that celebrates, respects, and values individuals of all social identities. We believe that as members of the university community, our socio-cultural differences ignite intellectual growth and foster a culture of understanding that embraces our ever-changing society.

HOW TO APPLY:

Please submit a cover letter, resume, and 2 references that will be held in the strictest of confidence to the following submission [link](#). Please contact us at HRDept@newhaven.edu if you have any additional questions.

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