The Valparaiso University Information Technology department is currently seeking a Student Consultant Specialist I to provide technical support for printers, computer workstations, audio-visual technology, and network connections in offices, classrooms, laboratories, residence hall rooms, library, and other locations throughout the University.

**Essential Qualifications**

- Understanding of PCs, hardware diagnostics, Windows operating system in a network environment, Ethernet.
- Some familiarity with connectivity troubleshooting, call tracking software, campus software applications, and hardware troubleshooting.
- Analytical mind and excellent diagnostic abilities.
- Ability to apply knowledge and experience to new and challenging situations.
- Ability to work productively under pressure.
- Ability to relate well to other people and communicate effectively.
- Willingness to partake in training and professional enrichment opportunities, on-line tutorials, job shadowing, etc.
- Excellent customer service skills.
- Ability to work independently to complete assigned tasks; self-motivated individuals.

**Physical Context of the Job**

- Mostly office environment. Requires extensive use of computers, and of hand tools used to repair computers.
- Requires extensive contact with other people.
- Requires considerable on-campus travel, at all times of the year.
- Requires lifting and moving of equipment and furniture, including relocating electrical equipment.
- May involve occasional contact with printer toner, cleaning agents, and similar hazardous materials normally found in an office environment.

**Specific Duties**
• **Installation and Configuration:**
  Install, configure, and connect workstation equipment to the Valpo network, following IT standard configurations and procedures for inventory control, software license control, etc.

• **Troubleshooting and Repair:**
  Troubleshoot hardware, software, audio-visual, and network problems; correct software and network problems and simple hardware problems; refer serious or complex hardware problems to the appropriate IT Technical Support staff.

• **Priorities and Records:**
  Use call tracking system to determine work to be done and priorities. Document all work as it is done; complete and close call records in the call tracking system as work is completed.

• **Standards:**
  Participate in establishing and updating standard configurations and procedures, and adhere to established standards.

• **Coordination:**
  Coordinate with other members of IT staff and other interests in the VU community.

• **Documentation:**
  Coordinate with other members of IT staff to ensure troubleshooting and research conducted on individual tickets is properly vetted and routed to our knowledge base solution and other appropriate documentation areas to the benefit of end-users and other IT staff.

**Other Skills/Abilities**

• **Service orientation:**
  Demonstrate commitment to serving the University community and supporting the mission of the University, putting the interests of the larger community ahead of departmental and personal professional interests.

• **Quality of work:**
  Demonstrate a commitment to excellence in all aspects of your work.

• **Professional understanding and development:**
  Know, understand, and be able to apply background information (both technical and nontechnical), procedures, and practices necessary to complete your assignments in smooth, timely, and effective manner. Take the initiative for maintaining knowledge and skills required to meet changing needs of the position.

• **Time management:**
  Understand the need for establishing priorities, be able to determine the relative urgency and importance of competing demands on your time, and be effective in addressing matters in their order of importance and in a timely manner.

• **Interpersonal relations and communication:**
  Maintain cordial relations with, and be effective in coordinating and communicating with, superiors, peers, subordinates, members of the University Community, and others encountered in your duties.

• **Teamwork:**
  Willingly undertake assignments from your supervisor to further University objectives, whether or not included in your list of specific duties, including providing assistance to
colleagues when they are overloaded. Be open to both giving and receiving constructive criticism.

• **Working hours:**
  Your working hours are normally the customary business hours of the University. However, in the interest of maintaining effective and reliable service, there will be occasions when you may have the opportunity to work an evening or weekend shift.

• **University life:**
  Involvement in the academic, extracurricular, and/or outreach programs of the University is encouraged.

• **Christian tradition:**
  It is understood that you are sympathetic with the Christian intellectual tradition and know and support the general objectives of the University as these are described in the University bulletin and official publications.

**NOTE:** This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.

Revised 8/7/13 -mes