

OKLAHOMA BAPTIST UNIVERSITY

POSITION DESCRIPTION

Title: Tech Support Specialist

Department: Help Desk

OBU Mission Statement

OBU transforms lives by equipping students to pursue academic excellence, integrate faith with all areas of knowledge, engage a diverse world, and live worthy of the high calling of God in Christ.

Expectations for all Employees

Oklahoma Baptist University achieves its mission through a shared commitment to the following expectations. All employees must embrace these expectations and model them in their behavior.

- *Demonstrate commitment to the essentials of the Christian faith.*
- *Commit to the mission and vision of Oklahoma Baptist University.*
- *Treat people with dignity and respect.*
- *Build relationships on honesty, integrity, and trust.*
- *Strive for excellence through teamwork, leadership, and a strong work ethic.*
- *Manage human and financial resources wisely and efficiently.*

Purpose:

At Oklahoma Baptist University, we value providing superior customer service and are committed to the successful operation of our information technology systems. We are seeking a qualified Tech Support Specialist to assist our students and employees with questions and issues concerning technology. The Tech Support Specialist will work with users both in person and remotely, guiding them through system configuration and troubleshooting, while aiming to efficiently resolve issues. Standout candidates will be excellent problem-solvers with outstanding communication and customer service skills.

Essential Functions:

- Serve as the first point of contact for clients seeking technical assistance over the phone, in person, through support tickets, or email
- Listen attentively to customers' questions and concerns and offer optimal solutions
- Provide quick and effective assistance with information technology systems
- Guide customers in person and remotely through systems configuration, troubleshooting, and maintenance
- Consistently demonstrate a high level of professional service and demeanor
- Provide quick and effective assistance with information technology systems
- Guide customers remotely and in person through systems configuration, troubleshooting, and maintenance
- Maintain and protect confidentiality with regards to all aspects of client information
- Escalate unresolved issues to the next level of support personnel when necessary
- Document events and problems along with their resolution in ticketing system
- Follow-up and update client on ticket status
- Pass on any feedback or suggestions by clients to the appropriate internal team
- Identify and suggest possible improvements to procedures
- Develop training resources and standardized processes
- Accurately track all time worked each day in the University provided platform by clocking in and out properly.
- Work with immediate supervisor to flex schedule as needed to meet requirements of job

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without exceeding 40 hours of work in a week whenever possible.

- Ensure that any overtime worked is approved in advance of being worked.

Other Duties:

- Willingness to occasionally work outside of normal operating hours and/or overtime
- Must adhere to standard safety practices and pass training necessary for job functions
- Perform other duties as assigned

Required Qualifications:

- High School Diploma
- 6 Months of Related Experience
- Excellent problem-solving and analytical skills
- Attention to detail and ability to multi-task
- Good understanding of computer systems, mobile devices, and other tech products
- Desire to learn new systems
- Ability to diagnose and resolve basic technical issues
- Ability to accurately and consistently execute documented procedures and policies
- Proficiency in English
- Well organized
- Excellent verbal and written communication skills
- Ability to work in a team or independently and with minimal supervision
- Customer-oriented
- Experience troubleshooting hardware and software issues
- The ability to break down technological processes and deliver clear, step-by-step instructions
- Patient, friendly demeanor with a great aptitude for listening
- Commitment to providing exceptional customer service
- Ability to always maintain professionalism
- Experience in a HelpDesk setting considered an asset
- Must possess a valid driver's license
- Ability to see and hear sufficiently well and possess the manual dexterity necessary to operate equipment used
- Must be able to sit and/or stand for extended periods of time
- Must be able to deal with challenging employees and/or situations while maintaining professionalism
- Ability to safely lift and manipulate 50 pounds

Preferred Requirements:

- Advanced understanding of hardware and software on PCs, Macs, and iPads
- Advanced competence using and troubleshooting Windows, MacOS, and iOS operating systems
- Undergraduate Degree or Vocational Education program in IT related field
- 2 Years of Related Experience

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Special Requirements:

- Must be a member of a local evangelical* Christian church.
*Evangelical is a broad term referring to segment within Christianity which maintains the authority of the Bible and the belief in salvation by faith in Jesus alone.
- ****Please apply using the link for “Support Applications” on the OBU website at:
<https://www.okbu.edu/hr/jobs.html>**

OBU Benefits Summary:

OBU understands that our employees are our most valuable assets when fulfilling our mission. We strive to offer an extensive array of benefits and opportunities for employees to choose from. Full-time employees benefit from the generous OBU provision of premium contributions for nationwide family-friendly Health and Dental coverages along with free life insurance that includes accidental death and dismemberment equal to an employee’s base salary. OBU provides access to optional employee-paid ancillary benefits like vision, hospitalization, critical illness, accident, additional employee-paid family life insurance coverages, and education benefits at OBU and other institutions of higher education. There is generous paid time off that includes annual granted vacation time, accrued sick leave, six annual holidays, and week-long breaks for Thanksgiving and Christmas that include energy conservation days. For all employees working at least half-time, there is an employer matching opportunity for retirement investments in a 403(b)(9) plan administered by GuideStone. There are numerous other perks and opportunities for OBU employees including a FREE family membership to the OBU Recreation and Wellness Center or RAWC, Global outreach university mission trips, cafeteria discounts, and parking privileges to name a few. For more information about the current OBU employee benefits and opportunities, please contact the Human Resources staff at HR@okbu.edu.