

**Bellarmino University**  
**Help Desk Technician/Desktop Support Specialist**  
**Half-time Position**

Bellarmino University ([www.bellarmino.edu](http://www.bellarmino.edu)) department of Information Services is seeking an IT professional who is passionate about supporting the personal computer needs of students, staff and faculty. The ideal candidate will have good oral and written communication skills and the ability to recognize, research, and resolve technical issues. Outstanding customer service skills and excellent troubleshooting skills are a must. This position is an integral part of a collaborative team environment within Information Services (IS) and will have significant interaction within IS teams and across the University.

Bellarmino University offers a family friendly work environment and in 2008 was voted as one of the best places to work in Kentucky by the KY Chamber of Commerce. We are located in Louisville, KY and are situated on 135 acres in over 27 buildings with a complex technology infrastructure. Bellarmino is a dynamic, growing university with a bold vision for the future.

**Position Description and Responsibilities:**

This position is part of a team responsible for providing PC and network support to students, faculty and staff across campus. Responsibilities include the ability to identify, research and resolve technical problems; respond to telephone calls, email and in-person requests for technical support; document, track and monitor problems to ensure timely resolution. This position will require the maturity and responsiveness to work alone and will encompass mostly evening and weekend shifts, however initial training will require that you be available to work with full-time Help Desk staff during peak business hours. Normal schedule will include 20 – 25 hours a week.

A bachelor's degree is required for serious consideration.

The Help Desk Operates during the following hours:

Monday through Friday – 7:30 AM to 10:00 PM

Saturday – 8:00 AM to 5:00 PM

Sunday – Noon to 6:00 PM

Additional hours may be required during Mid-Term and Final Exam Weeks

Duties include but are not limited to:

- Deploy and support desktop hardware and software, printers, faxes, computer peripherals, PC and telephone moves, etc.
- Provide timely responses to Help Desk requests for technical support received via telephone, e-mail or personnel requests.
- Use appropriate knowledge bases, or relevant research, to troubleshoot and resolve various technical problems.
- Document all support activity, including troubleshooting and problem-solving activities, in call tracking software. Track and monitor problems to ensure a timely resolution.

- Review daily work tickets to address overdue tickets and escalate as necessary.
- Participate in the deployment of new and upgraded products.
- Maintain an awareness of new technologies in equipment and software that will improve effectiveness across the campus.

**Application:** For more immediate consideration, please email a resume and cover letter to Kim Sears at [ksears@bellarmine.edu](mailto:ksears@bellarmine.edu).

Bellarmino values diversity in its faculty, staff, and students and strongly encourages applications from women and members of underrepresented minority groups.