



Job Vacancy Announcement
Help Desk Support Technician

POSITION TITLE: Help Desk Support Technician

JVA#: 2025-25

DEPARTMENT: Computer Services

POSITION SUMMARY: Reporting to the Chief Technology Officer, the Help Desk Support Technician provides basic technical support to administration, faculty, staff (both on- and off-campus), students, and other constituents as needed. This position is responsible for the IT Help Desk switchboard as well as the University's toll-free number. Travel to off-site locations when needed.

POSITION CLASSIFICATION/COMPENSATION: This position is Nonclassified, Full-time, carries a Non-exempt status under the Fair Labor Standards Act, and serves at the will and pleasure of the President. Actual compensation will be commensurate with specific qualifications and experience related to the position. Position is dependent upon available state and/or grant funding.

CORE RESPONSIBILITIES:

- Implements established procedures and standards relating to the usage of technology and related equipment to provide efficient and effective information systems technical support.
- Coordinates Help Desk requests to analyze and resolve varied, simple-to-occasionally complex technical problems involved in computer programming, data entry, transfer, retrieval, communications, and similar areas of computer use as needed by the users on campus. Makes sure faculty/staff/students receive needed information systems technical support in a timely manner.
- Creates solutions by analyzing applications, systems, and communications problems of users to increase help support.
- Performs information systems second-level problem resolution. Tracks the status of problems until they are resolved satisfactorily and provides quality assurance follow-up. Research information pertaining to a system or application change.
- Provides documentation and support for the problem management and tracking system. Monitors the accuracy of data entered into the problem tracking database. Updates data entry procedures as required.
- Provides information systems technical support to Bluefield State University's administrative, faculty, staff, and student areas for both computer software and hardware. Ensures responsible equipment usage. Responsible for the security of the help desk equipment.

- With supervisor's approval, initiates purchase orders for helpdesk equipment and operating supplies, and student worker staffing levels. In collaboration with the immediate supervisor, trains IT Help Desk student workers in accordance with established University policies and acceptable practices. Conducts faculty and staff training sessions for items relating to the Help Desk. Develops and maintains IT-related FAQs. Works with appropriate campus administrators to install and maintain IT-related resources on the webpage.
- Uploads ACT/SAT and other test scores into the Banner SAS. Performs other Banner-related functions as requested by the supervisor.
- Provides front-line support for Microsoft products and software, the Help Desk ticketing software, Argos software and reports, Document Management software, and the Avigilon Door software.
- Record loaner laptops for faculty, staff, and students. Provides support for handheld devices such as cell phones and tablets.
- Stay current with technology.
- Performs other duties as assigned by the supervisor.

MINIMUM REQUIRED QUALIFICATIONS: Bachelor's Degree in Computer Science or Business Administration, or a closely related field. Must have excellent oral and written communication skills, ability to manage and prioritize multiple projects simultaneously, ability to solve problems with minimal direct supervision, must demonstrate a positive and professional attitude, must exercise tact, discretion and confidentiality in all matters when handling sensitive situations or work assignments, genuine concern for the welfare of computer users, diplomacy, attention to detail, ability to work as part of a team, be dependable, discreet and trustworthy. Must have advanced technical support skills for hardware and software packages, as well as complex problem-solving skills. Physical Effort required includes constant use of a computer, working in a normal office environment, and occasionally carrying PC's and devices up to 25 pounds. Must be willing to travel to off-site locations as needed. Must maintain a Valid Driver's License.

PREFERRED QUALIFICATIONS: Two years of experience in Help Desk Ticketing Software, Avigilon Door System, and ERP (Banner).

THE UNIVERSITY: The mission of Bluefield State University is to provide students with an affordable, accessible opportunity for public higher education. A historically black institution, Bluefield State University prepares students for diverse professions, graduate study, informed citizenship, community involvement, and public service in an ever-changing global society.

APPLICATION PROCEDURE: Completed applications are to be submitted in electronic format only to humanresources@bluefieldstate.edu and must include:

1. Letter of interest specific to the position;
2. A completed BSU Employment Application (form available at <https://www.bluefieldstate.edu/resources/human-resources/jobs>);
3. Resume/CV;
4. Contact information for at least three professional references; and
5. Transcripts (unofficial transcripts are acceptable for the application process; official transcripts will be required of the selected candidate).

Please **do not** include photographs or any personal information (e.g. D.O.B, place of birth, etc.) on your application or supporting documents. **Also, Bluefield State University does not provide H1B visa or employment sponsorship**

DATE POSTED: June 12, 2025

CLOSING DATE: For full consideration, applications must be received by 4:00 p.m. EST on June 26, 2025. Applications will be accepted until the position is filled; however, applications received after the deadline may not receive full consideration.

*Bluefield State University is an HBCU, AA/EOE/ADA employer, committed to the principle that minorities, women, veterans, and individuals with disabilities are encouraged to apply. The university complies with all applicable federal and state laws designed to promote equal educational and employment opportunities.
Bluefield State University does not sponsor H1B VISA.*