



The West Virginia School of Osteopathic Medicine



INFORMATION SYSTEM SPECIALIST (HELP DESK)

Reports to: Director of Information Technology

Summary: The primary purpose of this position is to provide systems analysis, assistance and technical support to WVSOM students. These duties include but are not limited to: installing, maintaining and troubleshooting hardware and software and creating appropriate documentation. This position is also responsible for ordering and management of the telephone systems.

Duties and Responsibilities • Provide tier 1 and 2 help desk support primarily for Students. Analyze and respond to help desk requests forward to Director of Information Technology for additional action when necessary Installation of new hardware: computers, printers, scanners, PDA's, etc Installation of new software: new, updates, security patches, etc Troubleshoot printer problems Troubleshoot network connections and wireless connections Provide remote support using appropriate resources. Creation of documentation for end users and department General computer troubleshooting.

- Provide administrative support for Computer Services: Telephone Purchasing Travel • Manage Avaya phone system: prepares reports, sets up phones and accounts, troubleshoots problems • Point of contact for all computer-related purchasing at WVSOM: processes all p-card transactions, including on-line purchases, prepares material order forms for processing by Purchasing, solicits pricing and product information for WVSOM staff • Manage WVNET modem account initiation • Other related duties as assigned including local WVSOM technical support

(Help Desk) Information System Specialist – Page 2 Knowledge and Abilities: • Knowledge of LAN hardware/software requirements, designs and operating procedures • Knowledge of computer hardware: installations of motherboards, hard drives, video cards, etc • Knowledge of Windows OS • Ability to troubleshoot hardware and software problems • Knowledge of networking protocols and configurations: TCP/IP, DNS, etc • Knowledge of internet resources to perform research • Ability to manage purchasing for multiple individuals. • Ability to process/manage multiple projects simultaneously • Ability to communicate orally and in writing. • Strong organizational, prioritization and management skills • Strong communication skills • Self-motivated

Qualifications: Bachelor's degree in computer science or related area plus two years of related experience dealing with IT and administrative related tasks; strong

communication and organizational skills. The ability to independently problem solve and travel when need is essential. Other combinations of education and experience may be considered.

Position: This a full time classified position at a pay grade of 17 and an entry level salary of \$30,767, with an excellent benefit package. This position is exempt from FLSA provisions regarding overtime.

Application: Qualified applicants should send a cover letter, current resume, and a list of five references and their contact information to include addresses, e-mail, and telephone to Leslie Bicksler, Director, Human Resources. Applicants are encouraged to send application packets via e-mail lbicksler@oste.wvsom.edu. Material that cannot be e-mailed may be sent to Leslie Bicksler, WVSOM, 400 North Lee Street, Lewisburg, WV 24901. Applications are considered confidential, and references will not be contacted until the applicant has been notified. Applications will be accepted until the position is filled however the WVSOM search committee commence its review upon receipt.

West Virginia School of Osteopathic Medicine is an equal opportunity employer and is committed to enhancing diversity among its faculty and staff.