



# The West Virginia School of Osteopathic Medicine



## **INFORMATION SYSTEM SPECIALIST (STATEWIDE CAMPUS SUPPORT)**

Reports to: Director of Information Technology

Summary: The primary purpose of this position is to provide systems analysis, assistance and technical support for WVSOM Statewide campus faculty, staff and students. These duties include but are not limited to: installing, maintaining and troubleshooting hardware and software located at statewide campus locations throughout WV, and creating appropriate documentation. This position entails extensive travel to all parts of WV. Travel will be both scheduled and emergency response. This position is the primary support for the entire WVSOM Statewide campus initiative.

Specific Job Functions: Installation of new hardware: computers, printers, scanners, PDA's, etc. Installation of new software: new, updates, security patches, etc. General troubleshooting for Statewide campus faculty, staff and students. Tier 1 and 2 helpdesk support for Statewide campus personnel. Ability to answer calls for general help. Ability to process/manage multiple projects simultaneously. Provide remote support using appropriate resources. Develop collaborative relationships with Statewide campus site technical support staff. Ability to troubleshoot hardware and software problems. Creation of documentation for end users and department. Other related duties as assigned including local WVSOM technical support.

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. Knowledge of networking protocols and configurations: TCP/IP, DNS, etc. Knowledge of internet resources to perform research. 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 experience; knowledge of LAN, windows OS, networking protocols and configurations such as TCP/IP, DNS and Windows Networking preferred; 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@osteo.wvsom.edu](mailto:lbicksler@osteo.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.