

LOGAN UNIVERSITY

JOB POSTING

Logan University is comprised of the College of Chiropractic and the College of Health Sciences and blends the perfect balance of tradition with innovation. Established in 1935, Logan College of Chiropractic is one of the largest and most respected chiropractic colleges in North America. Through the College of Health Sciences, Logan offers master's degrees in sports science and rehabilitation, and nutrition and human performance that are accredited by the Higher Learning Commission of North Central. Other program offerings include undergraduate coursework including an Accelerated Science Program to help students complete their basic science coursework at an accelerated pace, offered in both online and on-campus formats, and two baccalaureate degrees- A Bachelor of Science degree in Human Biology and a Bachelor of Science degree in Life Science.

Logan's 112-acre wooded campus is located in Chesterfield, MO, a quiet residential suburb of St. Louis. Its low student-to-faculty ratio provides more personalized instruction, which is most conducive to effective learning. MSNBC has selected Logan's campus as an editor's pick of one of "America's Most Beautiful College Campuses." Logan offers an outstanding benefits package to eligible employees including free chiropractic care. Learn more about Logan University at www.logan.edu.

Interested candidates please send resume to: resumes@logan.edu

Help Desk Consultant: Full-time

SUMMARY: Provide desktop level support on hardware and software matters for faculty, staff and students. Provide resources, quotes and initiation of requisition for the procurement process. Must have strong oral/written communications, organizational, and interpersonal skills.

PRINCIPLE DUTIES AND RESPONSIBILITIES:

- Support faculty and staff on desktop level problems and escalate issues as needed.
- Respond to Help Desk calls by logging pertinent information in a tracking system, escalating emergency situations to the appropriate individuals.
- Stay abreast of work orders in LANDesk ticket management system and respond to end-users in a timely manner.
- Assist with set up of new PCs including imaging and deployment of workstations.
- Function as a contact for students for software/hardware related support and troubleshooting.
- Maintain and manage computers in the Student Computer Lab, including keeping systems up to date with antivirus and software updates.
- Troubleshoot and maintain printers and copiers, including toner supply.
- Submit appropriate paperwork and documentation support through the requisitioning sign off process and follow up as required.
- Perform other duties as assigned by the Director of Information Technology.

COMPETENCIES: To perform this job successfully, an individual must have strong desktop computer skills (Operating Systems and Office Productivity software), and be able to interact with administrative, staff and faculty in a professional manner.

QUALIFICATIONS: Minimum of an Associate's Degree and 2-3 years of related work experience required. A strong working knowledge of software applications including MS Office Products and Windows operating systems is required. A strong working knowledge of personal computers including hardware and software is required. CompTIA A+ certification preferred.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to walk to different offices to resolve technical problems, to sit, use hands and fingers, and reach with hands and arms to type on and configure computer systems. Must be able to speak and hear faculty and staff members to discuss technical issues or problems. Lifting of equipment up to 50 pounds is required. The employee is occasionally required to stand and stoop or kneel to set up computer equipment. Specific vision abilities required by this job include close vision to use a computer and to do required paperwork.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those employees encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is in a shared, indoor office environment with a low to moderate noise level.

NOTE:

This job description in no way states or implies that these are the only duties to be performed. The employee will be required to follow any other instructions and to perform any other duties requested by his or her supervisor. An employee is expected to assist & provide coverage for co-workers during peak periods, vacation days or sick days at all locations, and to work with administration in the attainment of the university's missions and goals.