

Manhattan School of Music Position Description

Title:	Help Desk Technician (Part-Time)
Department:	Information Technology (IT)
Reports To:	Deputy Director of IT
Supervises:	N/A
Internal Contacts:	Faculty, Staff, and Students
External Contacts:	Multiple Vendors as required
Incumbent:	TBD

Domains:

- Serves as the help desk's first level of response; provides technical support via email, in-person, or over the phone.
- Supports users experiencing difficulties with desktop hardware or software, peripherals, audio/video carts, or network connectivity – escalating issues when required.
- Handles equipment loan reservations.
- Assists the department of Information Technology with the day-to-day functions, including but not limited to: general inspections, computer and mobile device maintenance, configuration, installation, deployment, and repair.
- Documents all client service requests and incidents in tracking system.
- Develops and maintains support and operational documentation.
- Performs other duties as required.

Job Requirements:

- Proficiency in Mac and PC hardware, printers, scanners, and other desktop peripherals; the Microsoft Office 2010 (or higher, Office 365) including productivity suite (particularly Excel, Outlook, and Word), Microsoft Windows, and Mac OS X.
- Strong customer service and problem-solving skills.
- Ability to work independently, on multiple concurrent projects and tasks, and in a fast-paced environment.
- Excellent interpersonal, listening, oral, and written communication skills.
- Resourcefulness, patience, a passion for technology, and a strong desire to help others.
- Strong attention to detail.
- Must be able to lift heavy equipment and crawl under desks.
- Minimum 1-2 years of experience in hardware, software, and network troubleshooting in a Windows/Mac environment preferred; A+ certification a plus.
- Must be available on weekdays, 20-25 hours per week, between the hours of 9am and 5pm – preferably 4-5 hours per day/5 days per week.

**Skills:**

- Strong customer service and problem-solving skills.
- Ability to work independently, on multiple concurrent projects and tasks, and in a fast-paced environment.
- Excellent interpersonal, listening, oral, and written communication skills.
- Resourcefulness, patience, a passion for technology, and a strong desire to help others.
- Strong attention to detail.
- Ability to partner effectively with end users to troubleshoot problems and develop solutions.

Education and Experience:

Bachelor of Science degree and at least 2 years of related IT experience or equivalent.

Contact Information:

Send letter of application and résumé for consideration to IT-Jobs@msmny.edu .

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