Job Title:	IT Support Administrator	Job Class:	Regular Full-time
Department/Group:	Information Technology	FLSA Status:	Exempt
Location:	On Campus	Travel Required:	None
Sector:	EVP	Post Date:	Immediately
Title of Immediate Supervisor:	Assistant Director, Support and Web Development		

Job Description

JOB SUMMARY

The IT Support Administrator will work with and report directly to the Assistant Director, Support and Web Development to provide assistance with various operations in the IT department such as: first level technical support, administrative and clerical support, ensuring that all information and materials are maintained accurately, and services are delivered accurately and in a timely manner. This position is expected to demonstrate strong technical aptitude necessary to support the University community.

ESSENTIAL DUTIES

- Provide first level technical support to the University community.
  - Technical issues involving Microsoft applications, Zoom, Gmail, Google Meets and other university applications.
  - Providing hardware support and correcting minor problems (cables, printers, etc.).
  - Provide support to the University community for services such as password resets, printing ID cards and proper usage.
- Greet customers and visitors to the office; ensure guests are comfortable and connected with the right office personnel. Act as link between end users and higher level support.
- Answer phone calls, transfer calls, and take messages.
- Maintain Office Calendar and Service Request System.
- Manage incoming and outgoing correspondence; including emails, faxes, mail and packages.
- Create, update and monitor files in support of the department; including data entry and code changes; entering information from supplemental data forms and creating new records as necessary.
- Responsible for upkeep and maintenance of office supplies, forms and brochures.
- Maintain Inventory for all computerized hardware, software and licenses.
- Control inventory of office equipment and supplies; monitor purchase orders and follow up as needed.
- Serve as a centralized contact for building maintenance requests.
- Aide in training, scheduling and supervising work study students and student aides; monitor payroll for proper payment.
- Maintain confidentiality of information (including but not limited to: student and employee personal information, student grades, etc.), both during and after their employment with the University. Any question regarding the confidentiality of material, should be referred to the supervisor. Any violation shall subject the employee to disciplinary action, up to and including termination of employment.
- Perform other duties as assigned.

OFFICE COORDINATOR % OF TIME

60%   Answer phones calls, transfer calls, take messages, schedule appointments, greet visitors, and provide general computing support for university community.

15%   Maintain calendar and service request system.   Manage incoming and outgoing correspondence.

15%   Perform assigned functions to successfully accomplish department mission.

5%   Create and maintain documentation including databases and files.

5%   Perform functions related to purchasing supplies, and distributing supplies. Training, scheduling and supervising work study and student aides. Monitor payroll.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to read and comprehend the English language sufficiently to be able to read and understand various forms, documentation, files and information in the department.
- Friendly, service oriented personality.
- Ability to receive telephone calls, respond to inquiries and effectively communicate with others.
- Computer literate and ability to learn new computer software programs.
- Proficiency to handle various office machines including but not limited to: keyboard, calculator, computer, copier and fax machine.
- Proficient in Microsoft Office, Zoom, Gmail, and Google Meets.
- Have a solid understanding of Windows and Apple computers and operating systems.
- Excellent organizational skills with attention to details.
- Ability to perform all essential job functions accurately with minimal direct supervision.
- Ability to display sound judgment to ensure timely processing and completion of assigned tasks.
- Office management skills with the ability to work independently and accept responsibility.
- Ability to be flexible and maintain confidentiality.
- Strong verbal and written communication skills.
- Comfortable in a fast paced environment.
- Basic mathematical skills including addition, subtraction, multiplication and division to be able to verify accuracy of work.

ERGONOMIC REQUIREMENTS

The functions of the position usually performed sitting, but may require some amount of time standing. Some amount of stooping, kneeling, bending, crouching, lifting, walking, carrying and other movements may be required. Tasks involving working on a computer keyboard or calculator involve extensive wrist and hand movement. All individuals are required to be able to perform these movements without significant risk of injury to themselves or others, or to otherwise demonstrate or explain how they can perform the essential functions listed above.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Associates degree in related field or equivalent training in a related area with a minimum of two years' experience performing similar tasks.
- Prior work experience in an educational setting is preferred.
- Candidate must be located within commuting distance of Niagara University.

ADDITIONAL NOTES

Position is not eligible to participate in Remote Work Program offered by the University.

THE UNIVERSITY RESERVES THE RIGHT TO MODIFY, REASSIGN OR COMBINE POSITIONS AT ANY TIME WITHOUT PRIOR NOTICE.			
Employee:		Date:	
Supervisor:		Date:	
Last Updated By:	Valerie Devine	Date:	May 17, 2022