



Thinking Outside

Employment Opportunity

Office of Human Resources

8000 York Road
Towson, Maryland
21252-0001

Website/Application
www.towson.edu/jobs

Posted August 1, 2011



Maryland's Metropolitan University

IT Support Specialist

Office of Technology Services

The Office of Technology Services (OTS) is committed to providing the highest quality support for communications and computing to facilitate student success, lifelong learning, teaching and the business processes of Towson University. We are currently accepting applications for IT Support Specialist positions. Candidates for this position may be eligible for participation in a 4-day work schedule.

Responsibilities: Provides Level 1 and Level 2 phone, walk-in, and email support for faculty/staff clients in the use of hardware, software, and network services. Performs standard preventative maintenance and repairs of computers and peripherals.

Requirements: High School diploma or equivalent; three years experience with the types of hardware and software to be supported, two years of which include user support, user training, and/or programming. Strong customer service skills, office processing and follow-through skills. Thorough knowledge of applicable computer hardware and software. Skill in configuring computer hardware and software. *A Criminal Background Investigation is required for the hired candidate and the results may impact employment.*

Salary: \$42,104 annually with full University benefits to include 10 days of annual leave, up to 14 holidays, sick days, tuition remission, and excellent health, life, and retirement plans. This position is contingent on funds being available at time of hire.

To Apply: Please complete the Towson University online application. Upload one document containing a cover letter, resume, and contact information for three professional references. This position is open until filled.

Towson University is an Equal Opportunity Employer and has a strong institutional commitment to diversity. Women, minorities, persons with disabilities, and veterans are encouraged to apply.

Towson University is a smoke-free campus.