



JOB DESCRIPTION

Technology Support Specialist – Richmond Campus

Union Presbyterian Seminary

PURPOSE

The Technology Support Specialist provides Tier 1 help desk and infrastructure support for faculty, staff, and students and coordinates technology logistics for Seminary Extended events and symposia. Seminary Extended is a collaborative grant initiative with Louisville Presbyterian Theological Seminary and Eastern Mennonite University. By handling day-to-day technology operations at Union Presbyterian Seminary, this position enables the Systems Administrator to focus on Seminary Extended's cross-institutional technology needs. The Specialist reports to the Director of Information Technology.

RESPONSIBILITIES AND DUTIES

Tier 1 Help Desk and User Support (55%)

- Serve as a primary contact for technology support requests; provide Tier 1 troubleshooting
- Set up and configure workstations, laptops, printers, and peripheral devices
- Install, update, and troubleshoot software; support Windows and Mac systems
- Create and manage user accounts; reset passwords; support multi-factor authentication
- Manage user onboarding and offboarding processes
- Document support interactions; escalate complex issues to Systems Administrator

Classroom Technology and Event Support (30%)

- Provide Tier 1 support for classroom A/V equipment and video conferencing
- Assist faculty with hybrid and remote teaching technology
- Coordinate technology logistics for Seminary Extended conferences and symposia (2-3 events annually)
- Work with hotels and venues to verify technology requirements and ensure support availability
- Provide on-site technology support at Richmond campus and off-site event locations
- Provide technology support for campus events; assist Communications team and external contractors with live-streaming and recording as needed

Systems Support (15%)

- Provide Tier 1 support for Canvas, student information system, Office 365, and VoIP telephone

- Perform routine updates and generate basic reports
- Maintain server room and network closet organization under Systems Administrator direction

EDUCATION AND EXPERIENCE

- Associate or bachelor's degree in information technology, Computer Science, or related technical field, OR equivalent combination of education and experience
- 2-3 years providing Tier 1 help desk or technical support
- Higher education or non-profit experience preferred
- CompTIAA+/HDI-CSR certifications preferred

SKILLS AND COMPETENCIES

- Microsoft Windows, Office Suite, and Microsoft 365 proficiency (basic administration and user support)
- Working knowledge of macOS/iOS; user onboarding and offboarding processes
- Basic networking and troubleshooting; help desk best practices and ticketing systems
- A/V equipment and video conferencing platforms
- Strong user interaction and customer service skills
- Preferred: Canvas or other LMS, Active Directory, Zoom, Microsoft Teams, and SharePoint; event technology coordination
- Customer service excellence; ability to communicate technical information clearly and patiently to users of varying technical abilities
- Problem-solving; knows when to escalate; detail-oriented and reliable
- Works independently and collaboratively

WORKING CONDITIONS AND BENEFITS

- Non-Exempt, full-time position located on the Richmond Campus
- 37.5 hours/week, Monday-Friday; standard hours 8:30 AM – 5:00 PM with flexible scheduling as needed (e.g., 10:00 AM – 6:30 PM or 11:30 AM –P 8:00 PM) to provide evening helpdesk coverage for distance students and hybrid classes
- Occasional Saturdays for hybrid class support and Seminary Extended events; schedule adjusted to maintain 37.5 hour week when possible
- Occasional local and regional travel for off-campus events
- Lift/move equipment up to 50 lbs; work in server rooms and network closets; move around campus and event venues
- Comprehensive benefits include health, dental, and vision insurance; employer-sponsored retirement plan; and a generous paid vacation and holiday schedule
- Grant-funded position (5 years, 2026-2030)

Please submit a cover letter and resumé to tamora.droppa@upsem.edu. Review of applications will begin immediately and continue until position is filled.