



**JOB TITLE:** Tech III  
**DEPARTMENT:** Information Technology  
**SUPERVISOR:** IT Services Director  
**FLSA STATUS:** Non-Exempt

### **MAJOR PURPOSE:**

The Tech III is responsible for providing tier 3 technical assistance, management, installation support, and maintenance related to computer systems, hardware, and software. Responds to service requests, isolates problems, and determines and implements solutions. This position is responsible for ensuring an outstanding level of customer service by providing IT support to students, faculty and staff.

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### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Answers escalated phone calls, emails, and the ticketing system to assist faculty, staff, and students through the problem-solving process
2. Conduct advanced, in-depth troubleshooting and resolution
3. Ensure high quality technical support and increased client satisfaction
4. Document processes and procedures in a common knowledgebase and helpdesk ticketing system
5. Install, Manage, Support, and Maintain the Jessup HCI infrastructure, including but not limited to the following:
  - a. Distributed multi-server, multi-site environment
  - b. Current Windows Server (installation, troubleshooting and administration)
  - c. Virtualization and Hypervisor products
  - d. Google Workspace platform
  - e. Storage and Backups
  - f. Network security and firewall administration
  - g. Layer 2/3 routing
  - h. Classroom technologies
6. Troubleshoot issues and outages
7. Research, analyze, and report on current IT trends
8. Research, analyze, and report on current IT security threats
9. Develop expertise to train staff on new technologies
10. Work hours: Full time, 40 hours a week, 8 hour shifts varying between 7:00 AM and 7:00 PM, Monday through Friday, as well as flexibility to work outside of standard work hours, including weekends
11. Coordinate with the IT team to ensure sufficient support coverage
12. Other duties as assigned

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### **QUALIFICATIONS**

#### **EDUCATION/CERTIFICATIONS:**

- Bachelor's degree preferred - BS/BA in Computer Science or relevant field; or equivalent experience

#### **REQUIRED KNOWLEDGE/EXPERIENCE:**

- Minimum 5 Years Experience as a systems administrator or similar role
- Minimum 5 Years Experience supporting a variety of hardware and software systems

**SKILLS/ABILITIES:**

- Technical aptitude with an analytical thought process
- Creative problem-solving skills
- Proficiency in English with excellent oral and written communication skills
- Display a friendly, professional and positive attitude, with flexibility to adjust as problems arise
- Ability to multitask and prioritize tasks
- Demonstrated ability to perform to high standards
- Excellent oral, written and interpersonal skills
- Ability to communicate effectively with students, staff, faculty, and administration
- Group/Team leadership skills
- Ability to work independently and collaborate within a team environment
- Discretion in handling private information on data servers and throughout the network

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**WORKING ENVIRONMENT:**

The employee agrees to promote the values and mission of WJU as a private Christ-centered University and live a life consistent with biblical principles. The employee shall conduct himself/herself in a manner consistent with the Community Covenant and Statement of Faith. Additionally, the employee may play a formative role in the spiritual lives of students in a manner consistent with the Community Covenant and Statement of Faith. This may include leading devotions and/or spiritual formation groups and seeking other opportunities consistent with a biblical spiritual formation role.

**WORKING CONDITIONS:**

The employee is regularly in a typical, air-conditioned office environment with adequate light; moderate noise levels; and tile, concrete, and carpeted floors. There are no hazardous or significantly unpleasant conditions.

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**PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION:**

While performing the duties of this job, the employee is regularly required to talk or hear and frequently required to stand, walk, sit, and use hands to handle files, computers, and phones; reach with hands and arms; stoop, crouch and kneel. Frequent and regular repetitive movements required using the wrists, hands, and/or fingers. The employee will occasionally lift and/or move up to 50 pounds. Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The above statements and job description are intended to describe the nature and level of work being performed within this job. They are not intended to be an exhaustive list of all responsibilities, duties and tasks. Other similar or additional duties are to be performed or assigned. Job descriptions are not intended as and do not create employment contracts. William Jessup University maintains its status as an at-will employer. Employees may be terminated for any reason not prohibited by law.

I acknowledge I have reviewed the content of this job description and understand that to perform this job successfully, I must be able to perform the essential duties with or without

accommodation. If I am requesting any reasonable accommodations in order to perform my job, I must immediately inform my supervisor or Human Resources.

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Employee Signature

Date