



**JOB TITLE:** Tech I  
**DEPARTMENT:** Information Technology  
**SUPERVISOR:** IT Manager  
**FLSA STATUS:** Non-Exempt

### **MAJOR PURPOSE**

The Tech I is responsible for providing Tier 1 technical assistance and support related to the CRM platform and computer systems. This position responds to service requests, isolates problems, determines and implements solutions. Additionally, this position is responsible for ensuring outstanding customer service by providing direct support to students, faculty and staff.

Due to the importance of departmental interaction and team unity, this position requires attendance in person/on campus at least 80% of the time. Off campus work subject to approval of supervisor. 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.

The pay range for this position is generally: \$20-22 hourly. Individual pay is generally determined by a number of factors including job-related skills, experience, relevant education or training and location.

### **ESSENTIAL FUNCTION**

- Answer phone calls, emails, and the ticketing system to assist faculty, staff, and students through the problem-solving process
- Respond to issues ranging from major outages to minor alerts, conduct initial triage and resolve or escalate as needed
- Coordinate incident response including escalation to other tiered teams based on the size and scope of the request or issue
- Ensure high quality technical support and increased client satisfaction
- Document processes and procedures in a common knowledgebase and ticketing system
- Maintain front desk working environment and IT inventory
- Coordinate with the IT team to ensure sufficient support coverage
- Manage, and troubleshoot prospective/applicant records in the CRM platform
- Manage, and troubleshoot enrollment vendor data feeds in the CRM platform
- Conduct CRM end user training for staff
- Support Tier II CRM config and architecture projects
- Maintain updates to CRM, both Request For Information, and Application
- Other duties as assigned

### **QUALIFICATIONS**

#### **Education/Certifications**

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

#### **Required Knowledge/Experience**

- Experience as a help desk technician or other customer support role

- CRM experience, Salesforce preferred
- Ability to understand, diagnose, and resolve basic technical issues
- Experience with Windows, MacOS, Chrome, Android iOS devices
- Experience supporting a variety of software systems

### **Skills/Abilities**

- Technical aptitude with an analytical thought process
- 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

### **WORKING ENVIRONMENT**

The employee agrees to promote the values and mission of William Jessup University 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.

### **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 40 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

