Job Title: IT Specialist I

Salary Range: $64,480.00 to $83,200.00

Closing Date: Open until filled

Reporting to: IT Director of the University

Responsibilities: We are seeking an experienced IT Specialist I to join our team at the University in Elk Grove. In this role, you will be responsible for providing primary end user support in the areas of desktop, security, and technical assistance. You will work closely with faculty, staff, administration, and students to ensure smooth operations and optimal use of technology.

Key Responsibilities:

- Provide technical support for desktops, laptops, software applications, and helpdesk ticketing systems.
- Assist with imaging and deployment of desktops, basic networking, network printing, and classroom audio/video and telephony (VoIP).
- Train users on operating systems, computer language, applications, programs, utilities, and hardware operation.
- Create documentation and procedures for user instruction and training.
- Serve as the first point of contact for internal users seeking technical assistance via the helpdesk ticketing system.
- Collaborate with software developers, system administrators, and other IT professionals to ensure seamless integration of database systems with applications and infrastructure.
- Maintain detailed documentation of the database architecture, configurations, and procedures for other team members.
- Perform routine maintenance tasks, such as applying patches and updates, reorganizing data, and managing database statistics.

- Automate repetitive database tasks using scripts and tools to increase efficiency and reduce manual intervention.
- Manage inventory of computer equipment.
- Install, configure, and maintain desktop operating systems, application software, and hardware in a university-wide, networked environment.
- Troubleshoot and resolve hardware, software, and network usage problems.
- Assist with the management of active directory objects, network shares, and network services.
- Support security solutions, including firewalls, anti-virus software, and intrusion detection systems.
- Help with the maintenance of the VOIP phone system.
- Install, maintain, upgrade, and repair security cameras and servers.
- Maintain an asset tracking database for computer equipment and software licenses.

Requirements:

- Strong understanding and experience in desktop support, customer service, and other IT-related areas.
- Excellent technical troubleshooting and problem-solving skills.
- Proficiency in desktop operating systems, software applications, and hardware.
- Familiarity with networking concepts and protocols.
- Knowledge of security solutions, such as firewalls, anti-virus software, and intrusion detection systems.
- Experience with VOIP phone systems and security camera installations is a plus.
- Ability to work independently and as part of a team.
- Strong communication and interpersonal skills.