



501 East 88th Street
Erie, PA 16546

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IT Support Specialist – Leasing Coordinator

Location Erie
Department: Computer Center
Reports To: Assistant VP of Technology
Full/Part Time: Exempt Full Time
Classification Administrator
Close: open until filled
Remote Work Available: No

POSITION SUMMARY

This position will be required to support all desktop and laptop systems across campus. Desktop support responsibilities include imaging new PCs or laptops, configuring Apple computers, hardware/software setup and configuration, remote control, and phone support to troubleshoot and resolve issues. Leased equipment replacement, repair and returns. Windows and Apple OS support.

DUTIES AND RESPONSIBILITIES

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Computer Equipment Lease Process:

- x Manage the leasing process for the replacement and return of leased equipment across campus.
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- x Work with vendors to resolve hardware and software failures that are not covered by warranty.
- x Manage the return of leased equipment to the vendor.

- x Manage the student employee assigned to assist with

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- x Under direct supervision provide support for users with computer issues.
- x Accurately diagnose and resolve technical issues.
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- x Maintain accurate] v (} CE u š] } v CE P CE v] v μ • CE μ] • Á] š Z š] v P • Ç • š u and track leased equipment.
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- x Perform other tasks as requested or assigned.

EDUCATION AND EXPERIENCE

Bachelor's degree in information technology or related field preferred. Three to five years of experience in Information Technology preferred or equivalent combination of education and experience

SKILLS AND ABILITIES

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WORKING CONDITIONS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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