IT Support Engineer

JOB SUMMARY

Are you looking for a position with excellent benefits? The IT Support Engineer will be responsible for providing customer friendly support to internal and external clients by email, phone or in-person. The IT Support Engineer's responsibilities include technical, hardware and software support to the University's faculty, students, staff, and affiliates. This position involves occasional travel to remote sites within the Los Angeles/Orange County region with a mixture of working with the academic and clinical sides of the University.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provide Level 1 support to end users on IT Services and Equipment, including troubleshooting, training, and installing software/hardware according to internal Service Level Agreements.
- Assess and optimize our print infrastructure as the lead administrator, which includes managing a Papercut platform for secure printing, 100+ printers, and developing policies and procedures.
- Design a more efficient print infrastructure that maximizes print service availability and minimizes costs.
- Deploy and maintain user equipment and software, including laptops, desktops, peripherals, printers, monitors.
- Manage inventory of hardware and software assets, including user computers and printers/copiers.

QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge:

- Strong understanding and technical knowledge of PC and Apple operating systems and hardware.
- Technical proficiency with Microsoft Desktop software, including Windows 10, Office 365.

- Technical proficiency with Apple operating systems and software, including MacOS, IOS, Safari, Outlook/Office for Macs.
- Good understanding of networking protocols and how computers communicate via networking protocols.
- Demonstrated ability to configure, maintain, and troubleshoot Dell workstations, MacOS workstations and various peripherals (MFP, scanners, wireless printers, mouse, keyboard).
- Able to efficiently work with an SLA based ticketing system in opening, escalating, communicating, closing tickets.
- Experience working within a change management system.
- General knowledge of Higher Ed software platforms: Jenzabar, Moodle, Examsoft.

Skills/Abilities:
- Excellent written, oral, and interpersonal communication skills.
- Strong customer service skills.
- Knowledge of applicable laws and regulations as they relate to IT.
- Understanding of human resource management principles, practices, and procedures.
- Highly self-motivated, self-directed, and attentive to detail.
- Ability to effectively prioritize tasks for self and staff in a complex environment.

EDUCATION AND/OR EXPERIENCE
The minimum amount of education and experience that an individual needs in order to successfully perform the essential duties of the position is:
- High School Diploma or GED (general education development test); AND
- 3+ years of experience in an IT support position within a company of at least 200 employees is required.
- Associate or higher degree is preferred.

ABOUT THE ORGANIZATION
Located in Fullerton, CA, Marshall B. Ketchum University is an independent, private, non-profit, accredited educational institution. MBKU is home to the Southern California College of Optometry, the School of Physician Assistant Studies and College of Pharmacy. Named after the founder of the optometric institution in 1904, the change to the University structure addresses the growing demand for highly skilled health care professionals.

The University's Southern California College of Optometry confers a Doctor of Optometry (OD) and a Master of Science in Vision Science (MS) degree. MBKU's School of Physician Assistant Studies under the College of Health Sciences awards a Master of Medical Sciences (MMS) degree. MBKU's College of Pharmacy welcomed its first class in the fall of 2016 and awarded the first Doctor of Pharmacy (PharmD) degree in Spring of 2020. MBKU owns and operates two premier eye and vision care centers: the University Eye Center at Ketchum Health and the University Eye Center at Los Angeles.

BENEFITS

MBKU provides an excellent benefits package including medical, dental, and life insurance, free vision exams, short and long term disability, generous paid time off plans, a university-sponsored retirement plan with a 9% contribution and an on-site fitness center located on the Fullerton campus. See our website under *Employment* for more details regarding benefits of working for MBKU (www.ketchum.edu).

HOW TO APPLY

Interested candidates, please send a cover letter along with your resume and salary requirements to humanresources@ketchum.edu. Position is open until filled.

MBKU is an equal opportunity employer; requirements are subject to possible modification to reasonably accommodate individuals with disabilities.