



Columbus College of Art & Design

Information Technology Support Specialist

CCAD's Information Technology Department [IT] is seeking a professional who enjoys fast-paced roles, can work independently with little supervision, is a critical thinker, and has the ability to multi-task to fill this role. The IT staff is a highly collaborative and cohesive team, providing a wide range of high-quality services for our faculty, staff, and students. This role is crucial to keep our procedures and processes running smoothly. We are dedicated to our mission of being an agile, trusted, strategic partner who delivers sustainable services and solutions that contribute to CCAD's success through the attraction, retention and engagement of a talented creative, diverse and inclusive workforce and we would love for you to join our team!

SUMMARY OF POSITION

Reporting to the IT Support Lead, the Information Technology Support Specialist (ITSS) will guide and assist the campus community with technology to enroll and retain students, deliver classes, support campus operations, and provide an engaging academic experience. The ITSS will work closely with students, faculty and staff to understand their needs and resolve technical issues that arise. The ideal ITSS will build positive relationships with those around campus, gather information about services, write documentation, add it to the IT knowledge base, and use it to deliver training. The ITSS will also work closely with others in Library & Information Technology (L&IT) to provide input for the development of new services.

ESSENTIAL DUTIES AND RESPONSIBILITIES include but are not limited to the following:

- Joins the Help Desk team to provide first and second-tier support and guidance for teaching, learning and administrative technologies.
- Delivers support in person and remotely via phone, email, and video conference.
- Documents and categorizes incidents, service requests, and project requests using an online ticketing system.
- Communicates promptly and regularly to users about the status of their requests.
- Solves problems related to classroom, staff and student-owned computers; academic and administrative software; audio/visual systems in classrooms and events spaces; network connectivity; accounts and access; printers; phone and fax systems; email and others.
- Gathers necessary information and completes troubleshooting in order to resolve issues, and if needed, escalates them to technical and management teams.
- Works with IT and end users to ensure that equipment is properly configured and used in accordance with campus policies and guidelines.
- Contributes to the IT knowledge base by writing and updating documentation for new and existing services.
- Provides extended support hours when necessary to serve the campus community.
- Contributes to CCAD's commitment to diversity and inclusiveness.

Secondary Duties and Responsibilities

- Supports other members of the L&IT student workers in providing coverage for the department and maintaining its inventory and equipment.
- Trains and develops the skills of the L&IT student workers.
- Configures and deploys equipment including office moves and the set up and tear down of classroom and lab computing equipment. Uses asset management to ensure that equipment is safe, organized and secure.
- Provides support setting up and using audio/visual equipment for campus events.
- Contributes to team, organization, and College strategic goals.
- Collaborates with L&IT on building community and establishing the IT Help Desk as a

- professional, approachable and helpful campus partner.

Tertiary Duties and Responsibilities

- Keeps abreast of new technology developments and makes recommendations for improvements.
- Pursues ongoing professional development opportunities and certifications.
- Represents CCAD and L&IT by attending or presenting at appropriate conferences and events.
- Participates in the life of the College by attending campus events such as gallery openings, student exhibits and invited speakers.
- Other duties or responsibilities may be assigned.

Supervisory Responsibilities

This job has no supervisory responsibilities.

QUALIFICATIONS

- Active listening and empathizing with customer needs and challenges, in order to provide excellent customer service.
- Eagerness to explore and learn new technology.
- Proficiency with both macOS and Windows platforms.
- Ability to create clear, easy-to-understand multimedia documentation.
- Demonstrated effective oral, written, and interpersonal communication skills.
- Ability to set priorities and manage work and deadlines independently.
- Ability to use imagination and humor while engaging with others in problem-solving.

EDUCATION and/or EXPERIENCE

- Bachelor's degree or certifications in IT hardware and software support, or a related field, or relevant professional experience.
- Minimum of one-year experience in IT help desk or end-user technology support as a technician, technical support specialist, or similar role.
- Experience with Learning Management Systems and related software (Moodle, Canvas, Blackboard etc.)
- Experience with setting up and using audio/visual equipment in classrooms for events
- Knowledge of web, multimedia, and graphic design applications.
- Experience in technology support for Art & Design fields.

PHYSICAL DEMANDS

- The employee is regularly required to sit and talk and hear.
- The employee is required to finger, handle, or feel; and reach with hands and arms.
- The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell.
- The employee must occasionally climb a ladder and lift and carry up to 50 lbs.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

- The employee works primarily on campus.
- The employee is regularly exposed to outside weather conditions.
- The employee is occasionally exposed to wet and/or humid conditions, moving mechanical parts, fumes or airborne particles, toxic or caustic chemicals, extreme cold, and extreme heat.
- The noise level in the work environment is usually moderate.

COMPENSATION: This position is full-time, non-exempt. Compensation is commensurate on experience and qualifications. CCAD offers a benefits package including: vacation time, additional paid time off while the college is closed during winter break, sick time accrual, health and dental insurance, life and disability insurance, 403B retirement contribution, tuition remission, campus parking, and free admission to the Columbus Museum of Art.

HOW TO APPLY: Visit www.ccad.applicantpro.com/jobs/ to submit your application. When asked to upload application materials, please submit a resume/CV and a cover letter. If you are applying from any website other than CCAD or Indeed, you will receive a follow up email 3 hours after your initial submission directing you to follow the link and complete your application. You must complete this two-step process, or your application will be considered INCOMPLETE.

CCAD Vaccination & Booster Requirement Notice

Columbus College of Art & Design (CCAD) is committed to protecting our students, employees, and our communities from COVID-19. Toward that goal, and in consideration of guidance released by the state of Ohio, the U.S. Centers for Disease Control and Prevention (CDC), and a variety of public health authorities and professional organizations, CCAD is implementing a vaccination & booster requirement policy for its students and employees.

All employees, including on-campus, hybrid, or fully remote status, are required to receive the Covid-19 vaccination and booster shot (if eligible) as determined by CCAD and provide proof of their fully vaccinated/up to date status upon hire.

Reasonable Accommodation: Employees in need of an exemption from this policy requirement due to a medical reason, or because of a sincerely held religious belief, must request a Request for Accommodation form from Human Resources to begin the interactive accommodation process. Accommodation requests will be considered on a case-by-case basis and/or granted where they do not cause CCAD undue hardship or pose a direct threat to the health and safety of others.

Please direct any questions regarding this notice to Human Resources at humanresources@ccad.edu.

***CCAD reserves the right to modify, supplement, revise, or rescind any part of this notice as it deems necessary or appropriate with notification.**

About CCAD:

[Columbus College of Art & Design](#) teaches a diverse undergraduate and graduate student body in the midst of a thriving creative community in Columbus, Ohio. Founded in 1879, CCAD is one of the oldest private, accredited, and nonprofit art and design colleges in the United States. CCAD offers 11 BFA programs in a variety of visual art and design disciplines, a Master of Fine Arts in Visual Arts, and a Master of Professional Studies in Retail Design that produce graduates equipped to shape culture and commerce at the highest level.

At the core of CCAD is [The CCAD Way](#), one of Creative Collaboration, Intentional Inclusivity, and Proven Potential. Our [Core Values](#) of Respect, Positivity, Inspiration, and Accountability unite us. CCAD's [Presidential Commission on Diversity, Equity & Inclusion](#) works to help CCAD grow with intention into a more inclusive and equitable institution. Learn more at ccad.edu.

About Columbus:

As the 14th largest city in the country and the largest and fastest-growing city in Ohio, [Columbus](#) is collaborative, open, and dynamic. Between incredible arts and entertainment, exciting collegiate and professional sports, and a spectacular downtown riverfront of sprawling greenspace, Columbus has

something for everyone. Here, you'll find all the culture and amenities you'd expect in a major city, with the friendly and approachable attitude of the Midwest. Franklin County, where Columbus is located, is the epicenter of the state's political, economic, and social presence and is home to 1.3 million residents with a median age of 34. Columbus is a top city for equality and was the recipient of a perfect score from the Human Rights Campaign in 2020. And central Ohio is serious about higher education: the [Columbus region](#) is home to 52 college and university campuses, with 22,000 annual college graduates. Because CCAD is closely tied to the city's numerous art and design spaces and ever-expanding districts, you'll have plenty of places to experience creativity and showcase your own.

EEO Statement:

As an educational and cultural institution, a culture of equity and inclusion is not an add-on at CCAD, rather it is central to how we define creative excellence and the health of our institution. CCAD believes that a culturally diverse campus is integral to academic excellence, and our student, faculty, staff, and trustee bodies should reflect the diverse world in which we live, with attention to race, ethnicity, religious creed, national origin, age, sex, sexual orientation, gender identity or expression, and ability. At CCAD, we are determined to foster an environment of inclusion and equity. CCAD is an equal opportunity employer and encourages applications from individuals who will contribute to its diversity.