



**NEW YORK  
CHIROPRACTIC  
COLLEGE**

Finger Lakes School of Acupuncture & Oriental Medicine  
School of Applied Clinical Nutrition

*NYCC is an equal opportunity employer.*

**JOB POSTING  
OFFICE OF HUMAN RESOURCES  
December 12, 2011**

**POSITION:** Information Technology Support Specialist (Full-Time)

**DEPARTMENT:** Information Technology

**DIVISION:** Finance & Administrative Services

**HOURS:** Monday- Friday, 8:30- 4:30

**FUNCTION:** The primary contact for software and desktop support, assist the IT Administrator in desktop security, file shares, monitoring various devices and software.

**SPECIFIC RESPONSIBILITIES:**

1. Function as the main contact person for software support, network account maintenance and troubleshooting. Troubleshooting includes attempting to resolve issues over the phone, and if not resolved, document and distribute the problem to the appropriate I.T. personnel using our help desk management software. Software support includes: all windows desktop operating systems Microsoft Office; (including Word, Excel, PowerPoint, Access, and Outlook), and Internet Explorer.
2. Supervise and support the student computer labs, including the staffing of work-study students and other part-time staff, as well as reserving the labs for scheduled periods of exclusive use by faculty or staff.
3. Assist the Information Technology Administrator with software upgrades, new technology research, problem resolutions, and the support of departmental application and system software.
4. Provide technical support for the wireless network provided by the college for on-campus students. Support includes initial setup of student computers for use on the wireless network, as well as troubleshooting connectivity problems, checking and cleaning viruses & malware.
5. Provide assistance to the Information Technology Administrator on reviewing and detecting the latest computer viruses and implement solutions for system inoculation.
6. Monitoring backups, spam, windows updates, and testing software deployments in a lab environment.
7. Perform other duties as assigned by the Information Technology Administrator.

**QUALIFICATIONS:**

High school diploma required. Associates degree in a computer related field is preferred. Two to three years experience working with Windows XP, Vista, Windows 7, Microsoft Office, local area networks, Internet browsers, and email software is required. Experience with Active Directory and Group Policy preferred. Excellent interpersonal skills are required.

**Deadline to receive applications is Friday, January 13, 2012.** If you are interested in applying for this position; please submit a cover letter, resume and list of three references to: the Office of Human Resources, 2360 State Route 89, Seneca Falls, NY 13148, or e-mail your response to: [cquill@nycc.edu](mailto:cquill@nycc.edu).