Harcum College in Bryn Mawr, PA, a leader among the nation’s independent, two year colleges, has an immediate opening for **Help Desk Specialist**. This position will work closely with users in all departments of the college and will report directly to the Director of Information Technology.

**Responsibilities:**

- Managing the Harcum College Help Desk, responding to support phone calls and emails in a professional manner, troubleshooting and resolving reported hardware and software problems.
- Providing support for classrooms and faculty and staff in a Windows 2008 R2 domain environment consisting of Windows 7, 8.1, and 10 desktop and laptop workstations.
- Preparing and configuring computer labs each semester by reimaging all workstations, reinstalling user profiles, installing new or upgrading existing software as required for new semester.
- Reformattting hard drive and reinstalling all software as required.
- Creating Users and Sharing Files in Active Directory for Windows 2008 Domain.
- Providing user support for Harcum’s Portal Applications, creating Gmail and Self Service accounts for new faculty and students. Assisting with password resets, and troubleshooting login issues.
- Maintaining a current inventory of all campus computers, laptops, printers, scanners, and other devices including user, department, location, and service history.
- Installing and configuring Windows 7, 8.1, & 10 Operating Systems.
- Installing standard software packages including Microsoft Office, Adobe, Java other approved software as required by end-user’s job responsibilities.
- Coordinating with Network and Domain Managers to ensure higher level issues are routed promptly to appropriate staff or vendor support personnel with priority resolution status in the event of database failure, data corruption, network security breaches, or network outages.
- Assist students, when time permits, with their personal computer problems limiting scope of work to scanning for and removing found viruses and malware, eliminating any unnecessary software, shutting down unneeded services configured to start at startup and other tune-up procedures.
- Other duties as assigned by Supervisor.

**Qualifications/Skills:**

- Bachelor’s degree required
- Cisco or Microsoft Certification preferred
- 3+ years of experience working in a Windows 2008 R2 Domain/Windows 7/8.1 environment
- Demonstrate high level of proficiency with the usage and installation of Microsoft Office products
- Technical skills required for accurately diagnosing and resolving various hardware issues, reformattting hard drives, replacing memory, troubleshooting common printer problems, etc.
• Experience in the installation and deployment of anti-virus and anti-malware solutions
• Understanding asics performing Administrative tasks required for adding users and joining computers to a Windows 2008 Active Directory Domain.
• Thorough understanding of DNS, DHCP, and TCP/IP networking protocols and the connectivity requirements for providing support for both wired and wireless networks
• Ability to troubleshoot network cabling issues, upgrade existing cabling, and install additional Cat 5e and Fiber optic cable runs
• Demonstrate strong communication, record keeping, and the documentation skills necessary for maintaining support call logs and updated inventory of computer and printers on campus.
• CompTIA / A+ certification a plus

ABOUT HARCUM COLLEGE

Harcum College is an independent, coeducational, fully accredited, residential college. The College offers associate degrees in allied health, business and social science, as well as certificates and a variety of continuing studies programs.

Founded in 1915 by Edith Hatcher Harcum and Octavius Harcum, it was the first college in Pennsylvania chartered by the state to offer the associate degree. Today Harcum has degree programs on its Bryn Mawr Campus, located about 20 minutes west of Philadelphia, programs online and at Partnership Sites throughout the region, serving approximately 1,500 students.

Harcum provides quality instruction from faculty, close student-faculty collaboration, small class sizes, and individualized support services.

COMPENSATION
Harcum College offers a comprehensive benefits package and the salary will be commensurate with experience. Harcum College is an Equal Employment Opportunity employer. Resumes must include salary requirements for consideration of employment.

Please send cover letter and resume including work history to:

Claudine Vita
Executive Director, Human Resources & Compliance Officer
Harcum College
750 Montgomery Avenue
Bryn Mawr, PA 19010
Fax: 610-526-6011

Preferred response for this position is via email: cvita@harcum.edu