



Customer Services & Support Technician **(INTERNAL OPENING)**

Recruitment #: S2414
Review Date: Immediate review | Closing on 2/7/24 at 5pm
Department: University Computing Solutions
Salary Rate: \$4,578 - \$7,423 [[Competency Level 3](#)]

About Western Oregon University:

Western Oregon University is a regional public, mid-sized university – committed to changing lives, strengthening communities, and transforming our world. Located in Monmouth, the heart of Oregon's lush Willamette Valley, WOU is about 20 minutes from Salem, the state's capital and about 75 minutes from Portland, the state's cultural hub.

Western is one of Oregon's oldest public institutions of higher education and was incorporated into the state system as a teacher training institution in 1882. The university offers undergraduate and graduate degrees in arts and sciences, education, and professional areas. It's known for small class sizes, a focus on sustainability and a diverse liberal arts education in a student-centered environment. Western is an emerging Hispanic Serving institution, with 37% of undergraduates being students of color.

Position Summary:

The Customer Services & Support Technician position will provide technology services and support within the University Computing Solutions department. The duties include: IT user consultation and support; resource evaluation and needs analysis; data administration and support, and training of faculty, staff, students, site administration and maintenance. The responsibilities of this position also include systems administration of campus camera servers, SCCM, Jamf, and Active Directory. This position manages UCS student technician employees, and trains them to provide support.

[Click here](#) for the complete position description which includes knowledge areas and preferred qualifications.

Required Qualifications:

- Bachelor's degree in computer science
- 3-5 years' experience managing IT customer support requests
- 3-5 years' experience with supporting end-user computers in a professional work environment
- 1-2 years' experience with enterprise device management, using enterprise device management tools such as SCCM and JAMF
- 1-2 years' experience Knowledge of data and file structures, operating systems, and communication interface programs
- 1-2 years' experience supervising and training student employees
- Ability to work on multiple platforms and networks and become the local subject matter expert on several supported systems and maintain appropriate cross training with other technicians
- OR Driver's License

Required Application materials: You may submit all materials online at www.wou.edu/prostaffapp

1. WOU Employment Application form [available here](#) - classified/faculty
2. Cover Letter that addresses your qualifications for the position.
3. Resume/CV

Western Oregon University is looking for equity-minded applicants who demonstrate a sensitivity to and appreciation for the complexity of the world. We draw our strength as a community from our variety of backgrounds, abilities, cultural experiences, identities, knowledge domains and means of expression. Women,

Black, Indigenous and people of color, veterans, people who identify as LGBTQIA+, and people with disabilities are highly encouraged to apply for this position. All interested individuals are encouraged to apply even if they do not meet every one of the preferred qualifications listed.

Western Oregon University only considers visa support for Tenure Track employees placed in specialized positions that are continuing regular university appointments for multiple years.

Background/Education Check:

A criminal background check will be completed as a condition of employment. Education checks are processed for positions requiring a formal degree as a minimum requirement.

Benefits:

Western Oregon University offers an excellent benefits package for eligible employees which includes 95% premium paid healthcare, a generous retirement and vacation package, and reduced tuition rates for employee, spouse or dependent at any of the Oregon Public Universities. <http://www.wou.edu/hr/benefits/>

Equal Employment Opportunity:

Western Oregon University is an equal opportunity employer that is committed to diversity, equity and inclusion in the workplace. We celebrate our inclusive work environment and encourage people of all backgrounds and perspectives to apply. We embrace our differences and know that our diverse team is a strength that drives our success.

Accommodation Requests:

Western Oregon University is committed to developing a barrier-free recruitment process and work environment. If you require any accommodations, please email us at employment@wou.edu and we will work with you to meet your accessibility needs.

Veterans Preference

Applicants are eligible to use Veterans' Preference when applying with Western Oregon University in accordance with ORS 408.225, 408.230 and 408.235; and OAR 105-040-0010 and 105-040-0015. Preference will be given only if the applicant meets the minimum criteria of the position and electronically attach the required documentation at the time of application. For information regarding Veterans' Preference qualifications, visit <http://www.oregonjobs.org/DAS/STJOBS/vetpoints.shtml>

To stay informed about the progress of this search, we invite and encourage you to explore our career page at wou.edu/hr/employment/jobs/. Unfortunately, due to the volume, it is challenging for us to offer individual updates on the status of each application, and for that, we sincerely regret any inconvenience. We thank you for your patience and interest in employment at Western Oregon University.