



Elizabethtown College

Human Resources

Job Opportunity

Desktop User Support Specialist

Elizabethtown College is seeking an experienced IT professional to fill the role of Desktop User Support Specialist. The incumbent will be responsible for assisting faculty and staff with troubleshooting problems with their office and lab computers, printers, and other peripheral devices. Working with other help desk staff to answer calls and troubleshoot problems is a primary responsibility of this position.

Candidates should have a bachelor's degree in Information Systems, Computer Science, Educational Technology or a related field and 1-2 years of user support and/or Help Desk experience is ideal. An associate's degree in a similar field and several years of experience in user support may substitute.

Experience with Windows and Mac OS, Active Directory, MS Exchange, desktop imaging technologies and virus/spyware removal is desirable. Experience installing memory, hard drives, motherboards and other PC components is desirable. Experience working for a college is also desirable.

Located in southeastern Pennsylvania, Elizabethtown College offers its 1,900 students more than 47 academic programs in the liberal arts, sciences and professional studies. Driven by its commitment to "Educate for Service," Elizabethtown centers learning in strong relationships, links classroom instruction with experiential learning, emphasizes international and cross-cultural perspectives and nurtures the capacity for lives of purpose and leadership as global citizens. For more information, consult www.etown.edu.

To apply, candidates should send a letter of interest, employment application (found at www.etown.edu/humanresources - Job Opportunities), resume, and contact information of three references to:

hr@etown.edu (preferred)

-OR-

Elizabethtown College
Attn: Human Resources
One Alpha Drive
Elizabethtown, PA 17022

For more information visit: www.etown.edu/humanresources

As an affirmative action/equal opportunity employer, Elizabethtown College is seeking candidates who will enhance the diversity of its faculty, staff, and administration.

**Review of applications will begin on November 20, 2009,
and continue until the position is filled.**
