



Desktop Support Technician

Franklin College has an opening in the Information Technology Services department for a Desktop Support Technician. This is a full-time, salaried position reporting to the Director of Information Technology Services. As a member of the Information Technology Services Department, this position will assist college faculty and staff with technical support of desktop and laptop computers, applications, and related technology. Additional duties are listed below:

- Assists staff with the installation, configuration, and ongoing usability of desktop and laptop computers, peripheral equipment and software within established standards and guidelines;
- Work with vendor support contacts to resolve technical problems with desktop and laptop computing equipment and software;
- Work with other IT staff members as appropriate to determine and resolve problems received from users;
- Work with numerous computer systems in a multi-layered client/server environment to ensure computers interconnect seamlessly with diverse systems such as, network file servers, document management system, email servers, application servers, and administrative software systems;
- Provide support for printing to networked printers and multi-function printers (MFPs);
- Answer the helpdesk phone and provide support as needed;
- Maintain hardware and software inventory;
- Make recommendations regarding hardware and software upgrades/purchases;
- Research questions using available information resources;
- Provide technology orientation to all new college employees;
- Provide technical support for campus events;
- Follow and abide by all safety rules and regulations;
- All other duties as assigned.

Qualifications include: 2 or 4-year degree in related field; 1 – 5 years' experience in related area. Knowledge and experience of customer service practices. Related experience and training in troubleshooting and providing desktop and laptop support. Proficiency in Microsoft Office products, Active Directory Domain Services, Adobe Creative Suite, Adobe Acrobat, Microsoft Windows, Mac OS, Android, & iOS. Browsers: Internet Explorer, Chrome, & Firefox. Excellent communication skills. Ability to adapt to quickly changing environments. Excellent organizational and multitasking skills.

Excellent benefits package including: health, life and disability insurance, paid vacation, sick and holiday time, retirement plan, and full tuition benefits for employees and their family. Review of applications will begin immediately and continue until the position is filled. Qualified applicants should submit a complete application (electronic submissions preferred) including cover letter, resume, and three professional references via the online application link at [Franklin College Staff Application](#) or visit employment opportunities www.FranklinCollege.edu.

Contact Human Resources with additional questions.

Franklin College
101 Branigin Blvd.
Franklin, IN 46131
humanresources@franklincollege.edu



Franklin College is committed to providing an inclusive and welcoming environment and to ensuring that educational and employment decisions are based on individuals' abilities and qualifications. Consistent with these principles and applicable laws, it is therefore the College's policy not to discriminate on the basis of age, color, disability, gender, gender expression, gender identity, genetic information, national origin, marital status, race, religion, sex, sexual orientation or veteran status as consistent with the Policy on Prohibited Discrimination, Harassment and Related Misconduct. No person, on the basis of protected status, shall be excluded from participation in, be denied the benefits of, or be subjected to unlawful discrimination, harassment, or retaliation under any College program or activity, including with respect to employment terms and conditions. Such a policy ensures that only relevant factors are considered and that equitable and consistent standards of conduct and performance are applied.