IT Services Technician

Founded by Detroit philanthropists George and Ellen Booth in 1904, the Cranbrook Educational Community is one of the world's leading centers of education, science, and art. Comprised of a graduate Academy of Art, contemporary Art Museum, House and Gardens, Institute of Science, and more than 1,600 students attending our Pre-K through 12 independent college preparatory Schools, Cranbrook welcomes thousands of visitors and students to its campus each year. Critics have called Cranbrook "the most enchanted and enchanting setting in America" and in 1989, it was designated a National Historic Landmark. The campus is located in Bloomfield Hills, Michigan, about 20 miles north of Detroit. For more, please visit our website: www.cranbrook.edu.

The **IT Services Technician** provides direct first and second level incident and problem resolution to technology issues throughout Cranbrook, working both remotely in IT and at end-user locations. Problem areas could cover (but are not limited to): telephone, telecommunications, internet, computer hardware and software, network, audio/visual equipment, Point of Sale devices and overall diagnostic and troubleshooting in a ticketing system.

Responsibilities Include, but are not limited to:

The IT Services Technician receives calls and messages from end-users and acts on inquiries based on preliminary assessment and urgency. This individual is responsible for building a rapport and eliciting details from service desk customers. Problems may include:
- Incidents that are addressed immediately via the Technician's knowledge or diagnostic scripts or answered later after researching a solution
- Onsite troubleshooting
- Routed to a level three technician within IT, elsewhere in CEC, or to contract vendors
- Classified as a long-term project and passed on to IT Management for review.

The Technician also works with users at their offices, solving computer hardware and software problems, telecommunications issues and issues with audio/visual equipment; troubleshooting using remote management tools, and may be assigned to IT teams installing and removing computers and software. Problem resolution techniques may involve:
- One-on-one coaching sessions with end-users in person or via telephone.
- Troubleshooting via the telephone or remote support tools to determine the nature of the incident.
- Hardware troubleshooting employing standard practices to isolate and identify technical problems or repair.
- Referencing online help functions, vendor assistance and technical support, research and technical investigation to resolve incidents.
- Working with end-users and vendors processing hardware / software / peripheral parts and orders.
- Maintaining technology inventory and supporting documentation and processes.
- Working with outside providers with repairs, procurement, and other technology equipment related activities.
- Consulting with other team members and technicians to resolve more complex calls, contributing accurate observations to the shared pool of knowledge.
- Deals with negative and unpleasant encounters in a constructive manner.

- Visits to the end-user location may involve any of the resolution techniques, plus physical examination of the computer/printer/telephone/audio-visual equipment as well as connectivity. Scheduling and setup of audio/visual/conferencing equipment (with end-user training) will also involve site visits.
- Maintains attendance, punctuality, and performance standards set forth in Cranbrook's employee handbook. Maintains a professional appearance and dress so as to inspire end-user and contractor confidence and cooperation.
- Other duties may be assigned in CEC IT or to assist other departments.
- Scheduled Rounding IT related locations (IDF's, MDF's)

Requirements:

- Requires a minimum of two years of experience with: Microsoft Windows and Office systems (e.g. Windows 10, Office Suite 2016/Office365), data networking concepts, Microsoft Exchange/Outlook client, software and hardware installation and configuration, PC and printer setups, Networking fundamentals, remote support tools, and telecommunications troubleshooting.
- Experienced in recommending, installing, and supporting audio/visual equipment.
- High School Diploma or GED required; some college or Bachelor Degree preferred.
- Experienced in working with end-users in solving technical problems, the coaching of users with new material, and methodically recording and implementing problems and resolutions. It will be necessary to expend extra effort to maintain and build technical currency.
- Must have strong technical, team, customer service, and problem-solving skills.
- Maintenance of processes such as inventory, equipment disposal, etc. may be assigned to this individual.
- A valid Michigan driver's license with satisfactory driving record is required.

Cranbrook offers competitive compensation and benefits that include medical, dental, life insurance, long-term and short-term disability, and retirement programs with employer contribution. We also offer generous paid time off, 11 paid holidays and 3 floating holidays, employee discounts, and a unique environment in an educational setting that values collaboration.

For consideration, please submit a resume and completed Employee Application to: Cranbrook – HR, P.O. Box 801, Bloomfield Hills, MI 48303-0801, or fax (248) 645-3014. Applications and HR email address for submissions can be found on the Employment page of our website at www.cranbrook.edu/employment
(Please note that a fully completed employment application is required for consideration)