



UNIVERSITY
OF
LOUISIANA
L a f a y e t t e

Staff Vacancy

POSITION: Network Services Facilities Support Specialist

EEO# IT 2-17

RESPONSIBILITIES:

The Network Services Facilities Support Specialist works within the Network Services Department, and is a liaison between Network Services and the IT Service desk. The Service Desk is a busy, fast-paced environment and is the University primary point of contact for all IT issues. The main function of this position includes working with the IT Service Desk to providing core services to university constituents. Provide enterprise level network facilities service support, which includes maintaining, monitoring the University's voice and data communication systems and performing the following duties:

- Answer inquiries from customers over the phone, in person, or online (email, chat, etc.) while utilizing ITSM software to document the inquiry.
- Monitor the University's voice and data communication systems.
- Manage inquiries utilizing Service Desk Procedures and escalate as indicated in the Catalog of Services.
- Assists in identifying and resolving hardware and/or network problems, working with other technical staff or supervisor as needed.
- Maintain and repair telecommunication and Mitel VOIP systems.
- Ensure customer inquiries are resolved within timeframe of SLA's listed for the service.
- Review and remain up to date on information contained in Service Desk documentation pertaining to best practice for the IT service support industry.
- Assist IT Services Support Specialist with student worker training and documentation.
- Assist Training Specialist with updated documentation on website, wiki, and update the Service Desk website as needed.
- Perform other duties as assigned by supervisor.

QUALIFICATIONS:

- Working knowledge of Microsoft Office major programs.
- Minimum of an Associate's Degree or 2 years' experience in an IT call center or customer service related field.
- Candidates without an Associate degree may combine experience or training in information technology or electronic technician work and college credit to substitute for the degree as follows:
- Three years of experience or training in information technology, data systems cabling or electronic technician work will substitute for the Associate degree.
- An associate degree in a related field and three years of experience or training in information technology, data systems cabling or electronic technician work will substitute for the baccalaureate degree.
- A master's degree in the above fields will substitute for the four years of required experience.
- Excellent interpersonal, organizational, and communication skills (both verbal and written)
- Ability to work independently as well as willingness to follow direction and best practices
- Working knowledge of ITIL and/or ITIL certifications preferred

UNIVERSITY AND COMMUNITY:

The mission of the University of Louisiana at Lafayette is to offer exceptional education informed by diverse world views striving to develop innovative leaders who advance knowledge. The Southern Association of Colleges and Schools Commission on Colleges accredits the University, which offers undergraduate and graduate degrees in the arts, sciences, and professional programs. The University is a public research university with high research activity, an enrollment of over 18,000 students and 800 faculty members. UL Lafayette is the largest of nine universities in the University of Louisiana System. The University offers degree programs in 55 undergraduate disciplines, 15 post-bachelor certificates, seven graduate certificates, the master's degree in 28 disciplines and the doctorate in 10 disciplines. Additional information about the University is available on the University's webpage at <http://louisiana.edu/>

The core values of the University include: equity, integrity, intellectual curiosity, creativity, tradition, transparency, respect, collaboration, pluralism, and sustainability.

UL Lafayette consists of nine degree-granting units: Arts, B.I. Moody III College of Business Administration, Education, Engineering, Graduate School, Liberal Arts, Nursing and Allied Health Professions, Ray P. Authement College of Sciences, and University College.

Located midway between New Orleans and Houston, Lafayette is the heart of Louisiana's Acadian-Creole region. The city of over 126,000 is part of the Lafayette-Acadiana area, which has a total population of 616,000 and is one of Louisiana's fastest-growing metropolitan areas. Lafayette serves as the base of Louisiana's offshore oil industry, as well as the financial, retail, and medical center for South-Central Louisiana.

SALARY: Commensurate with experience.

ANTICIPATED STARTING DATE: ASAP

Applications: Please send correspondence and resume to:

Email: jeff.kelley@louisiana.edu

Or

US mail

Manager, Network Facilities and Construction

Network Services

University of Louisiana at Lafayette

P.O. Box 4360

Lafayette, LA. 70504

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