



UNIVERSITY OF SCIENCE AND ARTS OF OKLAHOMA

Office of Human Resources

NOTICE OF VACANCY

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| Position Title | IT Technician I |
| Salary | Dependent on Experience |
| Reports To | Executive Director of Financial Aid Operations & Information Technology Services |
| Benefits | Institutional fringe package includes health, dental, & vision coverage, life insurance, FSA, and retirement plans. |
| Position Type | Full-time FLSA Exempt |
| Hours | Typically Monday–Friday, 8:00 AM–5:00 PM; must be willing to work non-traditional hours, late nights, and weekends based on institutional needs. |
| Supervisory Duties | None |
| Open Until | Open Until Filled — Review begins immediately |

Position Summary

The IT Technician I provides frontline technical support for university faculty, staff, students, and approved third-party vendors. This position works closely with IT Technician II staff to resolve escalated hardware and software issues, supports local infrastructure deployments, and helps ensure that the university’s technology environment aligns with institutional goals and standards.

This position is expected to handle Tier 1 support issues and escalate Tier 2/3 issues in accordance with IT department procedures.

Essential Duties & Responsibilities

The following duties are representative of the essential functions of this position. This list is not exhaustive, and other duties may be assigned as needed.

- Provides day-to-day technical support for faculty, staff, students, and approved third-party vendors.
- Responds to and documents help desk tickets, ensuring timely resolution and accurate record-keeping.
- Diagnoses and resolves hardware, software, and operating system issues.
- Troubleshoots network connectivity, printers, and peripheral devices.

- Provides basic user support for enterprise systems (e.g., ERP access and usage).
- Escalates complex server, network, and enterprise application issues to appropriate IT staff.
- Installs, configures, and deploys desktops, laptops, and mobile devices.
- Supports classroom technology, audiovisual systems, and conferencing platforms.
- Assists in managing PBX/VoIP telephone systems.
- Participates in system rollouts, upgrades, and technology refresh initiatives.
- Assists with management of endpoint policies (e.g., GPO, JAMF).
- Follows institutional security procedures, reports incidents, and maintains data confidentiality.
- Participates in after-hours support and scheduled maintenance as required.

Skills & Abilities

- Working knowledge of computer hardware (desktops, laptops, printers, mobile devices).
- Basic understanding of Microsoft Windows and macOS operating systems.
- Familiarity with Microsoft 365 applications (Outlook, Word, Excel, Teams).
- Basic knowledge of networking concepts (IP addressing, Wi-Fi, VPN, connectivity troubleshooting).
- Ability to install, configure, and update software and operating systems.
- Experience with or ability to learn help desk/ticketing systems.
- Ability to diagnose and resolve routine technical issues with minimal supervision.
- Strong analytical and problem-solving skills.
- Ability to follow standard operating procedures (SOPs) and technical documentation.
- Strong customer service orientation and communication skills.
- Ability to explain technical concepts to non-technical users.
- Ability to manage multiple requests and prioritize effectively.
- Attention to detail and strong documentation practices.
- Ability to work independently and collaboratively within a team.
- Dependable, punctual, and adaptable in a dynamic IT environment.
- Basic understanding of data security, privacy, and acceptable use standards.

Required Qualifications

- High school diploma or GED required.
- One (1) year of experience in IT support, help desk, or a related technical environment, or an equivalent combination of education and experience.
- Demonstrated experience supporting computer hardware, software, and basic network connectivity issues.
- Experience working with operating systems such as Microsoft Windows and/or macOS.
- Experience with common office productivity tools, including Microsoft 365.
- Basic understanding of networking concepts (e.g., Wi-Fi, IP addressing, printers, and connectivity troubleshooting).

- **Valid driver's license:** Employees who drive any university vehicle or their own personal vehicle while performing an assigned duty must have a valid driver's license.

Preferred Qualifications

- Associate degree in Information Technology, Computer Science, or related field; or equivalent combination of education and directly related technical experience.
- Working knowledge of Windows and macOS operating systems.
- Working knowledge of Microsoft 365 administration.
- Working knowledge of Active Directory user and group management.
- Working knowledge of basic networking concepts.
- Demonstrated customer service experience in a professional environment.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Frequently required to sit for extended periods while working at a computer.
- Regular use of hands and fingers for typing, operating tools, and handling small components.
- Frequent standing and walking across campus locations.
- Occasional bending, stooping, kneeling, crouching, and climbing (including use of step ladders) to access equipment.
- Ability to lift, carry, push, or pull equipment weighing up to 40 pounds.
- Ability to install and move desktop computers, monitors, printers, and related hardware.
- Visual acuity sufficient to read technical documentation, system screens, wiring diagrams, and small print.
- Manual dexterity sufficient to connect cables, configure hardware components, and perform minor equipment repairs.
- Ability to work in confined spaces such as under desks, in equipment closets, or server rooms.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Primarily office environment with frequent travel across campus locations.
- Regular interaction with faculty, staff, students, and external vendors.
- Occasional evening or weekend work to support university needs.
- Physical activity including lifting, bending, and equipment installation.
- The noise level in the work environment is usually moderate but may vary.

About USAO

The University of Science and Arts of Oklahoma (USAO) is Oklahoma's only public liberal arts university, located in Chickasha, Oklahoma, approximately 40 miles southwest of Oklahoma City. A proud member of the Council of Public Liberal Arts Colleges (COPLAC), USAO is charged by the Oklahoma State Regents for Higher Education to provide an outstanding general education program with strong offerings in the liberal arts and sciences. For more information, visit www.usao.edu.

To Apply

Complete the USAO application at <https://usao.edu/about/personnel.html>

When completing the USAO application, please attach:

- A letter of interest
- A detailed resume
- Three (3) professional/academic references
- Any necessary transcripts

If you have any questions, please email careers@usao.edu or visit the Office of Human Resources in person:

University of Science & Arts of Oklahoma | Troutt Hall, Room 306 | 1727 W. Alabama Ave., Chickasha, OK 73018

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This institution, in compliance with Titles VI and VII of the Civil Rights Act of 1964, Executive Order 11246 as amended, Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, and other federal laws and regulations, does not discriminate on the basis of race, color, national origin, sex, age, religion, disability, or status as a veteran in any of its policies, practices, or procedures. This includes, but is not limited to, admissions, employment, financial aid, and educational services.

As required by the US Department of Education, employees are required to report violations under Title IX and, under the Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act (Clery Act), select individuals are required to report crimes. If this position is identified as a Campus Security Authority (Clery Act), you will be notified, trained, and provided with resources for reporting.
