Title: Systems 2  
Pay Rate: Intermediate  

General Description:
Provide assistance that is more complex and advanced than the Systems 1 position in the maintenance and upkeep of computer hardware and software throughout the Kent campus libraries.

Duties and Responsibilities:
1. Ability to perform all “Systems 1” job duties and responsibilities
2. Ability to work independently with less direction/instruction from supervisors
3. Full working knowledge of Helpdesk Ticket System and ability to monitor and take independent initiative in solving trouble tickets
4. Provide technical support and guidance for more complex Windows and Mac issues
5. Ability to work with Desktop imaging tools to deploy computer images

Required Qualifications:
1. Must have good communication skills; must be able to communicate effectively with technical and non-technical users
2. Must be able to establish and maintain cooperative working relationships with end users, colleagues, and technical staff
3. Follows instructions and remembers complex procedures
4. Must be able to lift up to 40 pounds
5. Must be willing to frequently travel from building to building
6. Pays close attention to detail
7. Ability to work cooperatively with others and independently
8. Ability to work under multiple supervisors
9. Familiarity with campus and University Libraries resources
10. Conscientious about completing tasks
11. Proactive in completion of assignments and communicating with supervisors
12. Be punctual and responsible
13. Be trustworthy and reliable

Preferred Qualifications:
2. Ability to retain knowledge of complex computer procedures.
3. Ability to research and find resolutions to technical issues.
4. Excellent critical thinking skills