

# Dallas International University

## Information Technology Support Specialist

### Job Description

#### Job Description Summary:

Support and train computer users in the implementation and maintenance of computer technology in both language and business applications, in order to make people effective in using this technology to accomplish and enhance their work.

#### Job Description:

##### Advertising Statement:

We are the computer support group for an accredited, graduate level institution. Join us and help students, faculty and staff to achieve their goals, and you will be successful! Our students serve world-wide in the areas of Bible translation, ethnology, literacy, Scripture use, language survey, sociolinguistics, language acquisition, descriptive linguistics and cross-cultural service.

#### Position Responsibilities:

Responsible for a variety of computer related tasks such as computer training in both administrative and language applications, writing and maintaining computer programs, testing and repairing computer equipment, installing new components into existing systems, and advising on present and future computer applications. Supports both commercial software and SIL developed linguistic software. Supports users in the areas of basic hardware maintenance, component swapping, network support, email use and administration, and publishing papers.

#### KSA Competency:

1. Has a servant heart, able to teach novice users with patience while also possessing a teachable attitude.
2. Positive, can-do attitude, exhibiting confidence in abilities thereby encouraging users.
3. Able to effectively train novices or experienced users in the use of software needed to do his/her job.
4. Able to troubleshoot computer hardware and OS problems and determine solutions that will effectively minimize computer downtime.
5. Good interpersonal skills, problem solving ability and administrative skills.
6. Has a thorough understanding of Microsoft Office suite.
7. Has a working knowledge of SIL linguistic programs as well as a basic understanding of the linguistic foundations of these programs: Translators Workplace, SIL Converters, Speech Analyzer, Phonology Assistant, and Field Works.
8. Has a working knowledge of the MS Windows operating systems.
9. Has a working knowledge of the Internet, web authoring, developing, and supporting web sites and XML.

10. Ability to create and change fonts/special characters and be able to support currently used fonts.
11. Other duties as assigned.

Education and Experience:

Competencies in MS Office, Windows 10, Networking, etc.

Training and Orientation:

Members will be given an individualized training and orientation program.

Location:

International Linguistics Center - Dallas – Dallas international University

FTE:

20-40 hours