

## Support Services Specialist

Point University is a private liberal arts institution that educates our students within a Christian worldview, so they are equipped to take their faith into the marketplace and all of life while achieving their professional goals. We are training the next generation of Christian leaders to take the cross to more job sites, churches, industries, and nations than ever before.

The support services specialist provides support for the educational technology and academic operations teams primarily in supporting customer access to and use of educational technologies. The specialist may also support the instructional design team in the LMS, training for systems and processes, and other projects as assigned.

Reporting to the educational technology and process manager, the support services specialist will assist in the diagnosing of student and faculty issues through the university's ticket queue. In addition to this front-line support, the specialist will also serve as a resource to faculty and students on the operation of the LMS. Finally, they will work with the educational technology and process manager to develop training materials for various departments within the university.

The support services specialist is a remote role with the ability to travel to West Point, GA for special events as required.

## Essential Duties

- Providing support services for the support services help desk including: student support for the LMS, support for faculty technology needs, focusing primarily on LMS and SIS software, escalating necessary tickets using support protocols, working seamlessly with teammates to properly assess and assign support tickets, and meeting standards of the service level agreement.
- Faculty on-boarding and training by ensuring faculty have access, credentials, and training for relevant systems.
- Assisting students and faculty with configuration and use of the LMS.
- Developing customized training materials for the Center for Excellence in Teaching and Learning.
- Other duties as assigned.

## Requirements

- Bachelor's degree from an accredited institution or 2-4 years of relevant experience.
- Demonstrated attention to detail and accuracy.
- Above-average written, verbal, and interpersonal skills.
- Proficiency in Microsoft Office.
- Ability to maintain high standards of integrity and confidentiality while working with sensitive and confidential material.
- Ability to work independently and collaboratively with a fast-paced team.
- Ability and flexibility to manage multiple projects simultaneously, accommodating shifting priorities while meeting deadlines.
- Commitment to exceptional customer service.
- Ability to learn, implement, and troubleshoot the LMS, new technologies, and software.
- Passion for life-long learning suitable for a rapidly changing field.

## Preferred

- A minimum of one year of related professional work experience in a higher education environment.
- Superior workload management skills.
- Familiarity with Microsoft SharePoint and Microsoft 365.
- Experience with Canvas LMS.