

Help Desk Technician\Analyst

Cranbrook Educational Community seeks a Help Desk Technician to provide direct problem resolution support to technology users throughout its 319 acre campus, working with end users over the phone and at end-user locations. This position is unique in that it not only focuses on Tier 1 support, but also offers the opportunity to problem-solve at the Tier 2 level in a team environment dedicated on providing a high level of customer service. Our team works in a collaborative atmosphere, and must be able to adapt to different individual caller styles, creative problem solving, coaching and instructional techniques to help each end-user.

Cranbrook's 319 acre campus is a National Historic Landmark, and one of the world's leading centers of education, science and art. Comprising a graduate Academy of Art, contemporary Art Museum, natural science museum, House & Gardens that include 40 acres of formal gardens, and Pre-K – 12 independent school, Cranbrook welcomes thousands of visitors and students each year, and offers a unique and rewarding work environment.

Responsibilities Include:

- Fielding user inquiries and providing training/coaching, troubleshooting hardware, software, telephone, or network issues accordingly
- Procurement, configuration and deployment of hardware and software
- Computer reimaging, diagnostics and repair
- Active Directory user account creation and management
- Utilizing excellent written and verbal communications skills in the support of a userbase with a wide range of technical comfort and acumen

Requirements: Requires a minimum of two years of experience with: Microsoft Windows and Office systems (e.g. Windows 8.1/10 Office Suite 2016/Office365), data networking concepts, Microsoft Exchange/Outlook client, software and hardware installation and configuration, PC and printer setups, Networking fundamentals, remote support tools, and telecommunications troubleshooting. Experienced in recommending, installing, and supporting audio/visual equipment. High School Diploma or GED required; some college or Bachelor Degree preferred. Experienced in working with end-users in solving technical problems, the coaching of users with new material, and methodically recording and implementing problems and resolutions. It will be necessary to expend extra effort to maintain and build technical currency. Must have strong technical, team, customer service, and problem-solving skills. Maintenance of processes such as inventory, equipment disposal, etc. may be assigned to this individual. A valid Michigan driver's license with satisfactory driving record is required.

Cranbrook Employment Benefits: Cranbrook offers competitive compensation and benefits that include medical, dental, life insurance, long-term and short-term disability, and retirement. We also offer generous paid time off in addition to 10 paid holidays and 3 optional holidays, employee discounts, and a unique environment in an educational setting that values collaboration. For consideration, please submit a resume and completed Employee Application to: Cranbrook – HR, P.O. Box 801, Bloomfield Hills, MI 48303-0801, or fax (248) 645-3014, or email humanresources@cranbrook.edu Our Employee Application can be downloaded from the Employment Page on our website at www.cranbrook.edu