Instruction & Digital Programs Support Specialist

Job Summary
This position serves as the liaison for problem solving in Instruction and Digital Programs' support for faculty and staff in the Libraries and School of Information Studies.

Required:
- Associate’s degree
- Six months of customer service and general IT troubleshooting experience
- An equivalent combination of related education and required experience will also be considered
- Customer Service attitude
- Interpersonal skills
- Organization and time management skills
- Skills in analyzing problems, situations, practices and procedures to define the problem, identify relevant concerns, research the issues, and recommend and test solutions
- Ability to prioritize time and workload
- General troubleshooting skills
- Data entry skills
- Excellent written/oral communication skills
- Ability to translate technical information for a non-technical audience
- Ability to quickly learn new skills, adapt to new/changing technologies, and develop solutions

Preferred:
- Degree in computer technology or information technology
- Proficiency creating and editing HTML code
- Active Directory experience creating groups, managing user accounts, and changing permissions preferred (third party tools, e.g. ARS)
- Experience in writing documentation
- Ability to coordinate multiple projects
- Experience with Microsoft Windows and Office including PowerPoint
- Experience training others
- Experience using Drupal or other content management systems
- Experience using Dreamweaver
- Familiarity with LibGuides
- Supervision/management experience
- Experience with Linux and Windows servers

Additional Information:
- This was formerly classified as an operational/technical position; an internal lateral transfer will retain same benefit standing
- Purdue will not sponsor employment authorization for this position
- A background check will be required for employment in this position
- FLSA: Non-Exempt (Eligible For Overtime)
- Retirement Eligibility: Non-exempt Defined Contribution Plan
- Purdue University is an EOE/AA employer. All individuals, including minorities, women, individuals with disabilities, and veterans are encouraged to apply