



1400 West Mars Hill Rd | Flagstaff, Arizona 86001-4499 | USA
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POSITION ANNOUNCEMENT

IT SPECIALIST I

The IT Specialist I is part of Lowell Observatory's Technology Department. This position provides support for general operations, troubleshooting, and maintenance of IT systems; assists users and performs routine tasks in the administration of IT systems and infrastructure; responds to and tracks service desk tickets and inquiries from cradle to grave, providing first call resolution where possible and escalating tickets through priority queues when necessary; works closely with other IT personnel to identify and resolve problems quickly and efficiently. Must have excellent customer service skills and the ability to work with all disciplines in this growing company. Work will be performed primarily at Lowell Observatory's main campus on Mars Hill and potentially at remote sites on Anderson Mesa and Happy Jack. This position reports to the IT Systems and Network Administrators.

RESPONSIBILITIES

- Maintain campus-wide printers to include keeping track of inventory and troubleshooting
- Provide first line IT support for local and remote users
- Answers calls and responds to email and helpdesk requests
- Assist Help Desk users with troubleshooting of computer-related issues including, but not limited to, virus removal/password resets/email setup/software installs
- Documents problem reports and resolutions in helpdesk software
- Assists users with changes in cloud hosted VOIP system
- Provide A/V support for conference room settings
- Other duties as assigned

QUALIFICATIONS AND EXPECTATIONS

- Attention to detail
- Works well with others and communicate effectively both orally and in writing
- Is capable of completing tasks on schedule
- Is reliable, self-motivated, and safety-conscious
- Is a fast learner, good at adapting to new versions/types of software as they are adopted
- Demonstrate good social skills in a professional manner
- Should possess solid understanding of computer/printer anatomy and operations
- Experience with academic computing environments, software packages desired
- Experience with Microsoft Office, Google Workspace, and other office productivity software desired
- Experience with 2 factor authentication, cloud-based authentication mechanisms and account management

- Experience with computer hardware, knowledge of how components are connected and associated troubleshooting
- Experience with managing users and extensions in a cloud based VOIP systems desired
- Experience with Microsoft Windows/Server operating systems, including installation and configuration
- Basic knowledge of how to navigate through Linux command lines
- Basic knowledge of networking
- Valid Driver's License

EDUCATION AND EXPERIENCE

Candidates should possess an Associate's or Bachelor's degree in computer technology, cybersecurity, information systems, or a related field. Equivalent experience or alternative educational training will be considered. 2-5 years of experience in Tier 1 Support or a similar field is required. Experience in customer service is a plus.

WORKING CONDITIONS

This position works at elevations above 7000 feet with occasional outdoor work in potentially unfavorable conditions. The work requires a moderate degree of climbing, walking, bending, reaching and lifting up to 50lbs. Long periods of standing or sitting at a computer are required. Must be able to run cabling, which occasionally involves working under, behind and around office furniture.

A valid driver's license or ability to obtain one is required. Driving in winter conditions on mountain roads is to be expected. The position may include periods of night-time work, and weekend and holiday work will occasionally be required to support ongoing observatory operations.

Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Status	Regular, Full-Time 40 hours a week
Hours	Work hours vary and are subject to the needs of the Observatory, but normally will be 8am to 5pm Monday through Friday with overtime available for special projects or events.
Compensation:	\$21-\$26 per hour DOE
Benefit Eligible:	Yes*
FLSA Classification:	Hourly, Non-Exempt
Location:	Flagstaff, Lowell Observatory's Mars Hill Campus

To Apply: Please send the following documents to jobs@lowell.edu

- Standard Application (www.lowell.edu/careers)
- Resume
- Letter of interest addressing your qualifications
- Phone numbers and e-mail addresses of three professional references

The first review of applications will take place the week of September 4th 2023. Applications will be reviewed weekly after the initial review date. Position is open until filled.

*Benefits Overview: In addition to 11 scheduled paid holidays, Lowell Observatory offers a Flexible Paid Time Off policy for all full-time, benefit eligible employees which allows you to determine how much time you need to rest and enjoy yourself outside of work. The cost of premiums for medical, life & long term disability insurances for benefit eligible employees is 100% paid by the company. Up to a 5% match on retirement contributions after 6 months of employment.

Employment is subject to passing a background check

Lowell Observatory is proud to be an equal opportunity workplace and is an affirmative action employer. We are committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status. Lowell Observatory has always been, and always will be, committed to diversity and inclusion. We seek individuals from all backgrounds to join our teams, and we encourage our employees to bring their authentic, original, and best selves to work.

Lowell Observatory sits at the base of mountains sacred to tribes throughout the region. We honor their past, present, and future generations, who have lived here for millennia and will forever call this place home.

Lowell Observatory is committed to providing access, and reasonable accommodation in its services, programs, activities, education, and employment for individuals with disabilities. Our non-smoking campus is at an elevation of 7,200ft/2200m, and the LDT is 40 miles south of Flagstaff at an elevation of 7,800 ft/2370m. If you need reasonable accommodation for any part of the application and hiring process, please notify the Human Resources office for assistance.

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