



Title: Technical Support Specialist

Location: Tucson, AZ

Employee Type: Part-Time

Hours Per Week: Under 20 (For students - when school is in session 10-12; Summer up to 40)

Overtime: No

Travel: No

Relocation Covered: No

Desired Start Date: As soon as possible

Rate of Pay: \$15.00/hour DOE

PSI will not sponsor applicants for work visas.

Post Date: Starting 10/1/2018

Contact Information: PSI Human Resources, Email: hr@psi.edu

Summary Job Description:

The Technical Support Specialist is responsible for providing support for all employee and scientist computers which includes software, operating systems, and hardware installation, maintenance, and troubleshooting for Windows, Linux, and Mac systems.

Key responsibilities:

- Installs and configures computer workstation hardware, software, and peripheral equipment.
- Conducts maintenance needs assessments and plans, implements, and coordinates workstation hardware and software maintenance schedules including patching, cleaning, data recovery, upgrades, and testing.
- Collaborates with computer users to provide technical support and to assist in the resolution of software and hardware problems.
- Identifies recurring hardware and software problems and recommends plans for prevention and resolution.
- Maintains security of workstations by implementing virus and software scans, updates, and other required security protocols.
- Evaluates training requirements, develops materials, and trains computer users regarding computer operations, multimedia, web, e-mail, security, backup, software use, and file and computer maintenance.
- May assist with basic design, development, and maintenance of websites.
- Administrative conference service (Gotomeeting).
- Maintains onsite A/V conferencing hardware and software.
- Assist with user account maintenance.
- Evaluate and address ticket requests in trouble ticket system.

Note: Management may assign or reassign duties and responsibilities to this job at any time.

Required Qualifications:

- Knowledge of commonly used computer workstation hardware and software components.
- Skill in troubleshooting computer workstation hardware and software problems.
- Skill in installing, configuring, maintaining, and testing computer workstation hardware, software, and peripheral equipment.
- Skill in explaining technical concepts to non-technical users.

- Ability to effectively communicate verbally and in writing.
- Windows Server experience (Server 2012, 2016, Active Directory).
- OS X experience.
- Linux server experience (RHEL, Apache, MySQL/MariaDB).
- Scripting experience with Powershell and bash.
- Cheerful and customer focused demeanor and demonstrated technical aptitude.
- Sophomore and Junior college students preferred.

Must be able to perform essential physical, mental and environmental conditions of the job:

- Mobility: frequent use of keyboard and mouse; frequent sitting for long periods of time.
- Physical: may need to carry and lift equipment up to 50 pounds and push or pull equipment on a hand truck or cart of up to 100 pounds. It may be necessary to bend, kneel, and reach to connect and disconnect equipment. It may be necessary to handle objects to build computer racks and shelves. Some tasks may require the use of a foot stool or step ladder.
- Vision: constant use of overall vision; frequent reading and close-up work; frequent color and occasional depth vision.
- Dexterity: frequent repetitive motion.
- Hearing/Talking: frequent hearing and talking, in-person and on the phone.
- Emotional/Psychological: frequent decision-making and concentration; frequent independent work and learning; frequent coordination of tasks with other co-workers; occasional off-hours responsibilities; may on occasion need to speak to groups.
- Reading/Comprehension: frequent interpretation and understanding of written (print and electronic) technical documentation, reports, web research results and user requests.
- Environmental: periodic exposure to noise and cold in server room.

To apply for the position:

If you are interested in applying for this position and you meet the required qualifications for the opening, please submit the following documents to hr@psi.edu:

- A cover letter that addresses your interest and qualifications for this position.
- Resume
- Completed Application and Voluntary Self-Identification form (can be found on www.psi.edu or by sending a request to hr@psi.edu).

Planetary Science Institute
 Human Resources
 1700 E. Ft. Lowell Rd., Suite 106
 Tucson, AZ 85719
 Email: hr@psi.edu

PSI is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.

The Planetary Science Institute is a private, nonprofit 501(c)(3) corporation dedicated to Solar System exploration. It is headquartered in Tucson, Arizona, where it was founded in 1972. PSI scientists and educators are involved in numerous NASA and international missions, the study of Mars and other planets, the Moon, asteroids, comets, interplanetary dust, impact physics, the origin of the solar system, extra-solar planet formation, dynamics, the rise of life, and other areas of research. They conduct fieldwork on all continents of the Earth. They are also actively involved in science education and public outreach through school programs, children's books, popular science books and art. Today, PSI is the largest non-governmental employer of planetary scientists in the world. PSI scientists and educators are based in 23 states and the District of Columbia, as well as Australia, Canada, France, Germany, Ireland, Latvia, Russia, Serbia, South Africa, Switzerland, Taiwan and the United Kingdom. As of 2015, 44% of PSI Principal Investigators are women. In 2014, PSI was ranked 20th in the nation for workplace efficiency and flexibility among US corporations by the Families and Work Institute and the Society for Human Resource Management.

PSI provides an excellent benefits package which includes retirement, medical, dental, life, short- and long-term disability plans for qualified employees who work at least half-time. Please view the PSI website for more information: www.psi.edu.