

IT CONSULTANT I

ITS

Description: The Office of Information Technology Services (ITS) is seeking a skilled Information Technology Consultant to join our dynamic team, dedicated to delivering exceptional campus-wide technology support. The ideal candidate will play a key role in providing hands-on technology support to faculty, staff, and students at Lander University. This position requires effective collaboration with manager and ITS Team members to securely manage, maintain, deploy, and update computing resources – all while delivering outstanding customer service. The successful candidate will be responsible for adhering to rigorous information security and assurance policies throughout all service interactions. Flexibility to work evenings and weekends is required.

Minimum Requirements: high school diploma combined with relevant experience which includes: hands-on work with current hardware and software platforms, network communication system installation, operation, troubleshooting, and repair. A degree in a related field may substitute for required experience on a year-for-year basis. Strong technical skills, excellent customer service abilities, and a demonstrated commitment to upholding ethical practices are essential. A valid driver's license and a safe driving record are required.

Preferred Qualifications: A Bachelor's degree in Computer and Information Systems or related discipline

Knowledge, Skills and Abilities: Expertise in common software applications including the Microsoft Office Suite, Webex, Adobe Creative Cloud, etc. is required. Proficiency with both Windows and macOS computers, Android and iOS mobile platforms, and other equipment used in customer facing and educational settings is necessary. Excellent problem-solving and troubleshooting skills, including experience across a spectrum of consumer to professional-grade IT equipment is required. Familiarity with moderately complex analytical methods and the ITIL framework is highly desirable. Ability to thrive in a fast-paced team environment, manage competing priorities, and provide advice and assistance to both individual customers and small groups are key skills for this position. Strong written and verbal communication skills are essential for interacting effectively with customers, peers, and administrative personnel. Previous experience in a higher education setting is a plus.

Hire Range: \$46,655- \$ 55,000 annually

University Hours: 8:00am – 5:00pm, Monday – Friday

Position Work Hours: 37.5

To include some nights and weekends

Class Code: AM65 – **State Title:** IT Consultant I

Position #: – **Band:** 06

Search openings at careers.sc.gov

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Fringe Benefits**

Applications must be submitted online at www.careers.sc.gov. Receipt of individual applications not acknowledged. See position status at www.lander.edu/hr. Lander University is a tobacco-free campus. All final candidates are subject to successfully completing background requirements.



Lander University is committed to equal opportunity employment and being an employer of choice. Lander believes that corresponding differences within the faculty and staff, whether based on ethnicity, race, gender, religion, age, or other experiences, are tremendous assets to the role of Lander as an educational institution and within the community, region, and state. Moreover, Lander is an Affirmative Action/Equal Opportunity Employer. As a result, it is the policy and commitment of Lander that it will not discriminate based on race, color, religion, sex, national origin, age, disability or other protected characteristics.