



TECHNOLOGY SERVICES SPECIALIST DETAILED POSITION SUMMARY

ROLE OF THE TECHNOLOGY SERVICES SPECIALIST

Pi Kappa Phi Fraternity is a values-based membership development organization that focuses on building brotherhood through character enhancement, leadership development, academic achievement, commitment to service, lifelong friendship, and social experiences.

The Technology Services Specialist is an entry-level technology position primarily responsible for providing technical assistance, data integrity, and providing administrative support to the Technology staff.

The Technology Services Specialist is directly supervised by the Director of Information Systems and has the responsibility for collaboration and communication within other areas of Fraternity operations.

REQUIRED QUALIFICATIONS

- Bachelor's degree in Computer Science or Information Systems Discipline
- Attention to detail, specific to transcribing information and data entry
- Excellent verbal and written communication skills
- Experience working in a cross-team collaboration environment
- Excellent organization skills and has attention to detail
- Ability to multi-task, think analytically, think creatively, plan and organize work
- Excellent interpersonal skills (both verbal and written) with demonstrated effectiveness in interacting with individuals of various social, cultural, economic, and educational backgrounds
- Capacity to promote and maintain good constituent relationships by troubleshooting, researching, or handling questions and concerns with speed and professionalism
- Exhibit an adaptable and flexible comporment during high work-load times and/or when approaching deadlines
- Strong proficiency in Microsoft Office products, especially Excel
- Ability to balance multiple competing priorities and projects at once
- Ability to work on-location in the South Charlotte/Ayrsley office on the agreed upon schedule
- Ability to work independently and in a highly collaborative team environment

PREFERRED QUALIFICATIONS

- Critical thinking, planning and organizing, administrative, and leadership skills
- Strong understanding relational databases, queries, and Windows Server Environment
- General understanding of scripting, SQL, HTML, and other programming languages
- Fraternity/sorority life experience (through membership or professional experience)

BENEFITS

The Technology Services Specialist is a full-time, exempt position. Additionally, Pi Kappa Phi Fraternity offers a competitive benefits package, including: group health, dental, vision, and disability coverage;

annual flexible spending plan; 401(k) plan availability; paid time off and holiday leave; and professional development funds.

RESPONSIBILITIES

Service Desk

- Manage Help Desk tickets in a timely manner
- Respond to customer issues via phone, email, and Teams chat
- Provide general customer assistance
- Document customer interactions
- Run diagnostics to resolve customer reported issues
- Escalate issues to the next tier with next level of difficulty
- Install, make changes, and repair computer hardware and software
- Follow-up with customers to ensure issues are resolved

Data Integrity

- Assist with database updates from internal and external sources; including but not limited to, returned mail, staff updates, third party vendors, etc.
- Proactively work to update database records through direct phone and email contact
- Assist with de-duplication efforts in the database
- Work on identifying the causes, and providing solutions for database integrity issues

General Operations

- Provide superior customer service to headquarters staff members, national volunteers, fraternity members, and other key stakeholders as necessary
- On-boarding and off-boarding equipment configuration and management
- Other duties as assigned

HOW TO APPLY

If you are interested in the position, please submit a resume and cover letter to Dr. Brittani S. Washington, Director of Information Systems at bwashington@pikapp.org. Resume review will begin immediately. Position open until filled.