



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 administrative support to the technology staff.

The technology services specialist is supervised directly by the managing director of technology and data strategy, collaborates with the chief operations officer and is responsible for fostering collaboration and communication across other areas of Fraternity operations.

REQUIRED QUALIFICATIONS

- Ability to work on location in the Southwest Charlotte office
- Excellent organization skills with attention to detail
- Excellent verbal and written communication skills
- Experience working in a cross-team collaboration environment
- Attention to detail, particularly in transcribing information and data entry
- Ability to multitask, think analytically, think creatively and organize work effectively
- Excellent interpersonal skills, both verbal and written, with demonstrated effectiveness in interacting with individuals from 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 comportment 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 independently and in a highly collaborative team environment

PREFERRED QUALIFICATIONS

- Bachelor's degree in computer science, information systems or a related discipline
- Membership in a fraternity or sorority is desired, or familiarity with member-based organizations
- Experience providing customer service and education to peers
- Critical thinking, planning and organizing, administrative and leadership skills
- General understanding of relational databases, queries and Windows Server Environment
- General understanding of scripting, SQL, HTML and other programming languages
- General understanding of storage technologies, operating systems and networking
- General understanding of hardware routine maintenance

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; an annual flexible spending plan; 401(k) plan availability; paid time off and holiday leave; as well as funds for professional development. Please refer to the full benefits summary for current details.

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 third-party vendors when necessary
- Install, make changes and repair computer hardware and software
- Follow up with customers to ensure issues are resolved

Data Integrity

- Assist with database updates and uploads 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 National Headquarters staff members, national volunteers, Fraternity members and other key stakeholders as necessary
- On-boarding and off-boarding equipment configuration and management
- Asset management and tracking
- Microsoft 365 administration and troubleshooting (Exchange, Teams and SharePoint)
- Intune management and deployment
- Ideation, collaboration and implementation of technical projects
- Other duties as assigned

HOW TO APPLY

If you are interested in the position, please submit a cover letter (including salary requirements), resume and three professional references to Blake Wrapp, managing director of technology and data strategy, via email (bwrapp@pikapp.org). **Resume review will begin immediately. Position open until filled.**

FOR MORE INFORMATION

Please contact Blake Wrapp, managing director of technology and data strategy, via email (bwrapp@pikapp.org).