



JOB DESCRIPTION



INFORMATION

Job Title:	<i>Infrastructure & Support Technician</i>	EEOC Job Classification	Professionals
		FLSA Classification	Non-exempt, full-time
Department:	Information Services	W/C Classification	8868 – Administration/Faculty
Reports To:	Technical Lead	Compensation	\$28.00 - \$30.00/hour

SUMMARY

Advance the mission and vision of TMUS by maintaining the university's physical IT and AV infrastructure, telecom connectivity, and escalated service desk support. This hands-on technical role supports campus and off-campus connectivity (including Canyon Homes), after-hours server and network room response, business continuity functions, and specialty departmental application support, while resolving tier two service desk tickets and escalating or resolving tier three issues under the guidance and direction of the Technical Lead. Reporting to the Technical Lead, this role is essential to keeping campus systems reliable, connected, and well supported.

ESSENTIAL JOB FUNCTIONS

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

Infrastructure, AV & Facilities Support

- Perform preventative maintenance and repairs of campus IT/AV infrastructure and systems to ensure high reliability across educational and conference spaces.
- Function as the Level 2 emergency and general support lead for Conference and Educational AV systems, ensuring quick and efficient problem resolution in coordination with the Service Desk and Technical Lead.
- Assist the Technical Lead in capital project execution and install new AV/IT systems and infrastructure as directed.
- Support classroom audio/visual equipment and presentation systems, and assist with equipment preparation, deployment, and configuration.
- Provide support for printing/copying infrastructure and general network systems.
- Provide support for ad-hoc project and infrastructure demands as assigned

Telecom & Connectivity

- Coordinate and perform telecom hook-ups and service activations, including Spectrum installations for campus and Canyon Home residential connectivity.
- Assist in the implementation, maintenance, and lifecycle of the off-campus network stack, ensuring robust and secure connectivity at off-campus and remote locations.
- Monitor and maintain the Arelion backup internet circuit, including periodic failover testing.
- Monitor network and infrastructure health using LibreNMS, responding to and escalating alerts per established procedures.

After-Hours Response & Business Continuity

- Respond to after-hours alerts for server and network room incidents (power, cooling, connectivity), providing on-site response as needed.
- Monitor, test, and maintain UPS systems and battery backups for server and network rooms, coordinating vendor service and battery replacement as needed.

- Support backup, recovery, and business continuity tasks as directed by the Technical Lead.

Service Desk & Ticket Management

- Resolve tier two issues efficiently, coordinating with Service Desk staff on tier one matters as needed for context or handoff.
- Escalate or resolve tier three issues under the guidance and direction of the Technical Lead, with complete documentation.
- Maintain continuous ticket workflow movement on assigned tickets, ensuring timely resolution and thorough follow-up communication with users.
- Contribute to overall service quality, user satisfaction, and SLA alignment.

User Account, System & Specialty Application Support

- Perform creation, modification, disabling, and maintenance of user accounts (Active Directory, Microsoft 365, Microsoft Entra, Azure AD, etc.).
- Provide first-line support and maintenance for specialty departmental applications, including Accounting software and Mechanical Engineering (MechEng) software, escalating complex issues to the Technical Lead or vendor support.
- Support additional specialty software under the guidance of the Technical Lead, where appropriate.
- Provide capacity relief as designated by Technical Lead, to help ensure infrastructure reliability and performance.

Communication, Customer Service & Professional Development

- Deliver professional, friendly support while representing IT; communicate effectively with departments, constituents, and partners.
- Manage user expectations with tact, maintain a positive service-oriented approach, and build rapport across the campus community.
- Provide on-call support for end users on in-place security solutions, and assist in vulnerability assessments, penetration tests, and security audits as directed.
- Maintain and advance personal technological literacy; participate in documentation, process improvement, and departmental initiatives.
- Maintain regular, timely attendance with flexible availability, including for after-hours and on-call response.
- Performs other related duties as assigned.

QUALIFICATIONS

- Has a personal relationship with Jesus Christ and a demonstrated commitment to the doctrinal position of TMUS and a continuous exhibition of a desire to minister and serve others in varied capacities.
- Demonstrated ability to establish and maintain effective working relationships with staff, faculty, vendors, students, &/or community members of diverse academic, socio-economic, cultural, & ethnic backgrounds.
- Strong organizational and interpersonal skills.
- Service oriented with strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Strong oral and written communication skills with a customer service focus; ability to present technical ideas in user-friendly language.
- Highly organized with solid personal management skills for dynamic environments, and the ability to maintain a professional demeanor when facing sudden deadlines or changing priorities.
- Ability to conduct research into IT technical issues and products as required.
- Exercise confidentiality, good judgment and discernment.
- Must successfully pass a background investigation.

Technical Skills

- Experience with AV/IT systems and control systems (Extron, Crestron, Q-Sys), Zoom Rooms, and digital signage.
- Familiarity with some or all of the following: A/VoIP, security, fiber optics, low voltage, and construction-adjacent infrastructure work.
- Working knowledge of telecom provisioning and monitoring, including circuit installations (e.g., Spectrum), backup circuit failover, and network monitoring tools (e.g., LibreNMS).
- Familiarity with server/network room fundamentals, including UPS and battery backup systems.
- User account and directory administration (Active Directory, Microsoft 365, Entra ID, Azure AD).
- Experience with Apple macOS and Microsoft Windows environments, Microsoft Office Suite, and Google Workspace.
- CompTIA Network+ or Security+ certification desirable (or ability to obtain within 12 months of hire); CompTIA A+ a plus.

Behavioral Competencies

- Strong troubleshooting and organizational skills, with the ability to prioritize and meet deadlines in fast-paced, high-distraction environments.
- Collaborative mindset with a willingness to support teammates across IT functions.
- Continual improvement mindset, with eagerness to identify and recommend process refinements.
- Flexibility to respond to critical incidents and after-hours needs outside standard business hours.

SUPERVISORY RESPONSIBILITY

- This position has no supervisory responsibilities.

EDUCATION AND EXPERIENCE

- Associate degree required, Bachelor's degree preferred (or equivalent combination of education and experience).
- 2+ years working in an IT environment, preferably in an educational institution, with exposure to both service desk support and physical infrastructure/AV work.
- Experience with AV/IT systems and familiarity with integrated audio/visual systems and processes.
- Experience with messaging and anti-spam technologies, and general end-user technology support.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to stand; walk; has full dexterity of hands and arms.
- This position requires the ability to lift, push, pull, grasp, and bend, including occasional lifting of office and AV/IT equipment and UPS batteries up to 30 lbs.
- Local travel between campus and off-campus sites (including Canyon Home) is expected; no travel with overnight stay expected.

ADDITIONAL INFORMATION

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

The Master's University & Seminary does not discriminate on the basis of, or combination of, race, color, national origin, ancestry, gender, age, marital status, veteran status or prior military service, medical condition, or any physical or mental disability. We are committed to practicing principles of equal employment opportunity and diversity based upon sovereign Biblical principles.