Florida Coastal School of Law (Coastal Law) in Jacksonville, FL is seeking candidates for the following entry level position of Part Time Help Desk Technician: **Two shifts are currently available Monday – Friday; Shift 1 (8:00am – 1:00pm); Shift 2 (12:00pm – 5:00pm).**

Coastal Law offers a dynamic, professional, and collegial work environment for employees in addition to state of the art facilities and cutting edge technology. To be considered for this opportunity, please submit your cover letter and resume to HR@fcsl.edu. Please specify the shift you are applying for in the subject line (Shift 1; Shift 2).

The Help Desk Technician provides Level 1 and limited Level 2 technical support to the Coastal Law community and assists students in the computer lab with problems related to wireless connectivity and document formatting. This position reports to the Help Desk Manager.

**Responsibilities include, but are not limited to:**
- Providing Level 1 technical assistance to Coastal Law’s end users.
- Providing limited Level 2 technical assistance to Coastal Law’s end users.
- Ensuring the accurate completion of Track-It tickets and following up with end users to ensure that excellent customer service was provided.
- Performing additional related duties as assigned.

**Education & Experience Requirements:**
- Actively pursuing degree in Information Technology or related field preferred.
- 1–2 years of technical support/customer service experience within a professional office environment.

**Job Knowledge, Skills & Abilities:**
- Ability to effectively train staff and implement the proper training to handle Level 1 support calls with little or no dependence on Level 2 support staff.
- Strong interpersonal skills – ability to communicate professionally through both verbal and written means.
- Ability to thoroughly analyze problems, collect data, establish facts, develop effective solutions, and ensure appropriate follow up.
- Flexible and positive attitude – ability to work well with changing priorities and/or situations.
- Possess a professional, respectful, supportive, energetic and reliable commitment to quality customer service.
- Ability to provide excellent technical support to faculty, staff, students, and administrators.
- Excellent organizational skills with strong attention to detail and ability to manage multiple priorities.
- Strong working knowledge of MS Office Suite, (Word, Excel and Power Point) and the ability to adapt to and learn new systems and applications.

**Physical Demands**
- Occasionally required to stand, walk, stoop, kneel, bend over, reach above head, and lift objects up to 20 lbs.

Coastal Law is an equal employment opportunity employer.