Information Services seeks a technical support professional to fill a full time, permanent position providing in-person, telephone and email support to a diverse higher-education community. The ideal candidate will have excellent communication and troubleshooting skills, creative problem solving ability, and the interest and ability to continually develop his or her skills.

**Primary Responsibilities:** Provide direct technology support for Mac OS X, Windows, network connectivity, mobile devices and a wide variety of software and hardware to faculty, staff, and students; provide second-level support to student assistants and escalate advanced issues; participate in projects and develop new service offerings.

**Required:** BA/BS and 1-3 years experience in a technology support environment. Must have expertise in a current version of Windows or Mac OS X and basic competency with both, as well as knowledge of basic networking and safe computing practices.

Preference given to candidates with:
- work experience in a college or university setting.
- expertise in a current Microsoft Office version, Zimbra, Blackboard, Moodle, Wordpress, and/or Active Directory.
- familiarity and/or work history with help desk tracking software.

**To apply, please send:** cover letter, resume, and the name, address and telephone number of at least three professional references to: isjobs@brynmawr.edu

Review of applications will begin immediately and continue until the position is filled. For a complete job description, visit the Information Services website at http://www.brynmawr.edu/is/employment.html.

Bryn Mawr College is an equal opportunity employer and welcomes applications from members of underrepresented groups.