Job Announcement: IT Support Specialist

Location: Temple University Rome Campus

Schedule: Full-time | 38 hours per week | Monday to Thursday 7:30 – 16:00; Friday 8:00 – 14:00

Overview: As an IT Support Specialist at Temple University Rome, you will play a pivotal role in ensuring the smooth functioning of our technological infrastructure to support the academic and administrative needs of students, faculty, and staff. Reporting to the Facilities and IT Operations Manager, you will provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware. The ideal candidate will possess a blend of technical expertise, customer service skills, and a passion for supporting higher education.

The IT Support Specialist's responsibilities include, but are not limited to:

Main Duties and Responsibilities:
- Provide first-line technical support and troubleshooting for hardware, software, and network-related issues.
- Install, configure, and maintain computer systems, peripherals, and software applications for users across various departments.
- Respond to and resolve support tickets in a timely manner, escalating more complex issues to higher-level support teams when necessary.
- Collaborate with other IT members to implement and maintain network infrastructure, including switches, routers, and wireless access points.
- Perform routine maintenance tasks, such as system updates, patches, and backups, to ensure the security and reliability of IT systems.
- Manage user accounts and permissions in accordance with university policies and procedures.
- Stay informed about emerging technologies and best practices in IT support to continuously improve service delivery.

Qualifications:
- Legally eligible to work in the EU.
- Fluent in English and Italian.
- Proven experience in providing technical support in an international academic or similar environment.
- Strong knowledge of computer hardware, software, and operating systems, including Windows and MacOS.
- Familiarity with networking concepts, protocols, and troubleshooting techniques.
- Excellent communication skills, with the ability to explain technical concepts to non-technical users effectively.
- Customer-centric mindset with a dedication to providing high-quality service and support.

- Ability to work independently and collaboratively in a dynamic environment.
- Availability to occasionally work on weekends, nights and holidays, if required.
- Additional duties as assigned.

Preferred:
- Associate or BA degree in Information Technology, Computer Science, or related field.
- One to two years of relevant work experience.
- Experience in higher education or international, non-profit organizations.

Schedule & Compensation:
This is a full-time (38 hours/week) position offered as a one-year term contract with the possibility of renewal. Compensation will be determined based on experience and qualifications.

Application Process:
Interested candidates should upload a resume, cover letter and 2 to 3 references here: http://bit.ly/4cp2mnU Documents should be named as: Last Name First Name CV, Last Name First Name Cover Letter, Last Name First Name References. Applications will be reviewed on a rolling basis. The start date is anticipated for March 2026. Questions can be directed to luke.shelley@temple.edu.

Working Conditions and Environment:
Temple University Rome is supported by a growing, collaborative team dedicated to advancing campus initiatives and enhancing the student experience. Please note that availability during evenings, weekends, and holidays may occasionally be required based on program needs.

Equal Opportunity Employer:
Temple University Rome is committed to diversity and inclusion, and all applicants are considered for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran status, or disability.