JOB POSTING (31 May 2021)

Temple University Rome Campus, Senior Technical Support Specialist

The Senior Technical Support Specialist is responsible for providing technical support and consultation to faculty, adjunct instructors, students, and staff on the use of instructional technology, such as Canvas and Zoom, as well as administrative and academic applications.

This position is responsible for overseeing technology for the Temple University Rome campus, including the Library, Technology Center, studios, and classrooms which includes working to determine strategic and operational IT activities to support the campus and programming.

This position is responsible for technology procurement, computer and peripheral installations, AV/multimedia support, computer imaging, and maintaining equipment/software inventories. The senior technical support specialist coordinates infrastructure requests with contracted vendors and follow Temple University security protocols. Identifies and specifies IT investments to improve campus operations.

Position requires a focus on providing excellent customer service (faculty, staff, and students), strong English language verbal communication skills, and an array of technical skills, especially those related to hardware and network systems required.

This is a full-time position working Mondays through Fridays (mornings until early afternoon) at the Temple Rome Campus and the position requires flexibility and ability for occasional rotation of shifts. Competitive salary based on qualifications. Visa sponsorship is not available for this position; full-time residence in Rome, Italy and a valid Italian work permit are required.

Temple University Rome Campus is an equal opportunity employer. All applicants are considered for employment without attention to age, color, disability, marital status, national origin or ethnic origin, race, religion, sex (including pregnancy), sexual orientation, gender identity, genetic information, or veteran status. We strongly encourage applications from candidates with diverse backgrounds.

Interested applicants should send an email to mconran@temple.edu along with a CV and at least three references for consideration.