



## EMPLOYMENT OPPORTUNITY

**Date: February 2019**

***Open until filled***

If you have questions regarding this position please contact Brenda Gibson [bgibson@multnomah.edu](mailto:bgibson@multnomah.edu), 503.251.6557

### **Job Title: IT Office Manager**

**Reports To: Director of Information Technology**

**Mission: *Provide helpdesk response coordination for helpdesk staff, management of ITD office administrative support as well as supporting staff, faculty and students with level 1 and 2 computer, software and web application access issues.***

#### **General Duties**

**Objective: *Provide timely, courteous response to requests for support; manage IT budget tracking, PO tracking, all supply orders and general office management duties.***

- Respond to phone calls in a timely, friendly professional manner.
- Greet customers at the window with a friendly and helpful demeanor.
- Assist in routing mail, information, requests, inquiries, and questions received in person or by phone.
- Be institutional contact for all campus printer, copier, paper and stationary requests
- Assist with account access, permissions problems and password resets as necessary.
- Help field and address computer lab requests as they arise as well as printing quotas for students
- Facilitate department administrative functions including, but not limited to:
  - Maintaining supplies and inventory records including inventory for campus paper and stationary
  - Processing software and system purchases and licenses and budget tracking
  - Disposal/recycling of used equipment, ink cartridges, etc.
  - Create student and staff ID cards, alumni cards and copy cards
  - Program ID cards for appropriate door access.
  - Process ITD sales of hardware and software
  - Reserve and check out IT/Media equipment to students, staff & faculty
  - Help field and address computer lab requests
  - Add, remove or change extensions in the Mitel Phone system
  - Manage Papercut paper-audit software for charging students
- Be department point-person for new student registrations.

#### **Specific Departmental Responsibilities**

**Objective: *Maintain an efficient and professionally functioning department and office environment.***

- Keep track of availability and general campus location of personnel
- Maintain IT Department records (e.g. Purchasing and software licensing records, budget, minutes etc.)
- Record and maintain billing for paper/stationary orders
- Schedule departmental functions as requested by DIT
- Order, stock, and track supply inventory
- Manage department PO's and PO logs.
- Be the Organization for Educational Technology and Curriculum (OETC) purchasing representative for Multnomah's software licenses
- Assist with other office activities as requested by director.

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MULTNOMAH UNIVERSITY

8435 NORTHEAST GLISAN STREET PORTLAND, OREGON 97220 PHONE: 503.255.0332 TOLL FREE: 800.275.4672 WEB: WWW.MULTNOMAH.EDU

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## **Communication, Skills and Work Habits**

**Objective:** *Maintain a Christ-like testimony in all aspects of the job.*

### **Responsibilities:**

- Communicate openly and clearly in a Christ honoring and congenial manner, both within the department and to those outside the department
- Represent Multnomah well in dress, grooming and actions.
- Show discernment in use of time.
- Communicate regularly and openly with Supervisor/Director.
- Encourage an atmosphere of unity and collaboration among university departments.

### **Qualifications:**

#### **Job-specific Requirements:**

- Knowledge of and commitment to the values, ministry, and mission of Multnomah
- A good working knowledge of Microsoft Word, Access, and Power Point, Publisher, and Outlook
- A high degree of proficiency in Microsoft Excel.
- Ability to solve common computer problems that occur
- Ability to troubleshoot software and hardware related problems.
- Understanding of essential, standard office procedures
- Willingness and ability to learn new procedures; to cross-train for fill-in of department staff during emergencies
- Flexibility
- Demonstrated team spirit to enhance a spirit of unity with all employees and students
- Industrious and dependable; able to work effectively and efficiently

#### **General Employment Requirements:**

Because we believe that professionally qualified, committed Christian personnel are key to the operation of a truly Christian university, and that not only teachers, but all employees, by the pattern of their lives, serve as role models to our students, all employment positions at Multnomah University contain the following statements relating to required personal qualities:

- Employees will have received Jesus Christ as his/her personal Savior. John 1:12
- Employees will be in basic agreement with the institution's doctrinal statement.
- Employees will believe the Bible is God's Word and standard for faith and daily living. 2 Tim. 3:16-17
- Employees will be a Christian role model in attitude, speech and actions towards others. This includes being committed to God's biblical standards for morality and sexual conduct. 1 Tim. 4:12, Luke 6:40, Col. 3:17, Titus 2:7-8, 1 Thess. 2:10 and 5:22.
- Employees will be actively involved in a local church.

**This is a full time support staff position with benefits including medical options, dental, vision, life insurance and disability benefits, also paid holidays, vacation accrual and sick time all beginning the first day of the month following one month of employment. A generous Employee Tuition Grant is available after 1 year of employment.**

**To Apply:** [Click Here for Online Application](#)

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