

# Job Posting



## Senior Support Specialist

The Higher Learning Commission (HLC), a non-profit higher education association, seeks a highly motivated, multi-faceted IT professional to join our high-performing Information Technology team.

The Senior Support Specialist is responsible for providing technical assistance to HLC staff, answering questions, and resolving computer problems in person, electronically, and over the phone, covering the use of computer hardware, software, printing functions, installation and updates, operating systems (primarily MacOS and some Windows), telecommunications tools, audio-visual systems, and email. This includes rollout and administration of applications, tracking licenses, and managing triage in the help desk system, as well as configuring, distributing, and troubleshooting hardware such as laptops, desktops, monitors, accessories, and other equipment. The Senior Support Specialist interacts with various vendors to procure licenses, open and track problem tickets, and research solutions and best practices. For more information, see the [Position Description](#).

### Qualifications and Competencies

- Bachelor's degree (Computer Science preferred) or relevant experience
- 4 years of experience in IT desktop administration/operations
- 3+ years of experience in direct end-user support, including Apple products and MacOS
- 2+ years of experience in Microsoft Office deployment, operations, and support
- Advanced technical troubleshooting and problem-solving skills required
- Demonstrated college-level written and verbal communication skills
- Ability to communicate technical ideas and concepts to non-technical audiences
- Ability to prioritize numerous issues of varying severity, and effectively manage the resolution of all issues while focusing on customer service and the end-user experience
- Ability to multi-task and to work independently and collaboratively while proactively anticipating customer needs
- Ability to manage or collaborate on projects to ensure successful and timely delivery
- Demonstrated knowledge of Mac OSX, Windows 10, Microsoft 365, and Microsoft Office applications as well as exposure to Active/Open Directory, Adobe products, email administration, and databases
- Experience with JAMF Casper Suite desired
- Experience with Filemaker Pro desired
- Experience with Windows and Windows on a Mac using Parallels desired
- Experience with Microsoft Exchange Online and Office 365 administration desired
- Experience with web conferencing systems such as Microsoft Teams, GoToMeeting, Zoom, and WebEx desired
- General knowledge of commonly used industry concepts, practices and procedures
- Possession of any of the following certifications is preferred: A+, Microsoft 365 Certified: Modern Desktop Administrator.

## To Apply

Submit letter of application, resume, and three work references to [ITposition@hlcommission.org](mailto:ITposition@hlcommission.org). Electronic submissions in one PDF file are preferred. Review of applications will commence until the position is filled. Please do not call to inquire about the position. More information is available in the [Position Description](#).

The Higher Learning Commission (HLC) is the largest accrediting agency in the United States, serving approximately 1,000 affiliated colleges and universities. HLC has approximately 60 employees. HLC offers a rich benefits package: The HLC office is closed the week of Dec. 24-Jan. 1, employer contribution of 10% of base salary to a retirement plan, and 20 vacation days. Due to COVID-19, HLC is encouraging remote work for most employees when possible at this time. On a pilot basis, HLC will be implementing a hybrid work environment. During this time, the Meetings and Events Manager position is expected to work on site at the HLC office in the Chicago Loop two days per week.

HLC is an equal opportunity employer. If you may require reasonable accommodations in completing this application, interviewing, completing any pre-employment testing, or otherwise participating in the employee selection process, please direct your inquiries to [sbyrne@hlcommission.org](mailto:sbyrne@hlcommission.org).