



Position: Field Technician I  
Department: Information Technology Services

The University of Pikeville is seeking a Field Tech I for the Information Technology Services department. The primary role of this position is to provide diagnosis, on-site service, repair and documentation of service to hardware and equipment, which includes servers, workstations, VoIP, telecommunications systems, and security systems.

**Responsibilities:**

- Comply with the IT Services Service Level Agreement (SLA).
- Maintain assets to include current, proper documentation of hardware status.
- Maintain endpoints such as workstations, network equipment, servers, and other hardware.
- Deploy and maintain workstations using software such as PDQDeploy, Windows Server MDT, and JAMF to managed devices.
- Install, maintain, and proactively replace battery backups.
- Configure network management and environmental management cards.
- Analyze reports for endpoint security and patch management, remediate issues found, escalate to the IT Senior Systems Administrator when necessary.
- Work with team members and vendors to troubleshoot and resolve issues
- Perform repairs as necessary through Microsoft Chat, phone, or in-person.
- Install equipment on-site, to include campus wide and at UPIKE affiliated sites.
- Maintain reliable, consistent organization of hardware to include cable management, labeling, inventory management, and documentation of cable maps.
- Maintain self-management skills to include attention to detail, follow through, time management, and flexibility.
- Work with the IT Senior Systems Administrator on project management as projects are assigned.
- Receive Helpdesk ticket escalations which pertain to IT infrastructure, resolve the IT issue, and close the ticket in a timely manner within the KACE system.
- Other duties as assigned.

**Relationships:**

Position requires daily contact with co-workers, student workers, supervisor, staff, faculty, students, and the public in order to exchange information and generate work flow. These relationships are maintained through e-mail, telephone, and person-to-person contact.

**Education/Skill Requirements:**

- Associate degree in Computer Science or related field (or higher), or equivalent combination of education and relevant work experience.
- CompTIA A+ and Network+ certifications preferred, or equivalent relevant work experience.
- Experience working with office equipment, e.g. computer, printer, and other computer peripherals.
- Proficient with Microsoft Office, particularly Word and Excel.
- Able to perform simple calculations.
- Experience with computer maintenance.
- Familiar with conducting research on the Web.
- Preferred certifications in Network +, CCNA, Microsoft 365 Fundamentals or equivalent.

The University of Pikeville offers a competitive salary commensurate with qualifications and experience. UPIKE offers a competitive benefits package including medical, dental, vision, and life insurance, telemedicine, long-term disability, tuition waivers, a 403(b)-retirement plan, and HSA, FSA, & dependent care accounts. UPIKE also offers a generous holiday schedule and paid leave program.

**Important Notes:** Resume and other application materials will be reviewed to determine if you meet the required qualifications for the position. If it is determined that you meet the required qualifications, your application materials will be used to identify a top group of the most highly qualified candidates. Please, specifically address the qualifications, competencies and desired qualifications in your resume and application materials.

The University of Pikeville is committed to providing a safe and productive learning, living and working community. To achieve this goal, we conduct background investigations for all final applicants being considered for employment. Background investigations include a criminal history record check, and when appropriate, a financial and/or motor vehicle history.

The University of Pikeville is an equal opportunity employer committed to assembling a diverse, broadly trained faculty and staff. The University of Pikeville does not discriminate on the basis of race, ethnicity, color, sex, gender, gender identity, sexual orientation, religion, national origin, age or disabilities in its programs, activities, hiring, or the admission of students.

For more information about the University of Pikeville, please visit <http://www.upike.edu>.

Interested applicants should complete the online application by visiting <https://www.upike.edu/offices/human-resources/careers/>. In addition to the application, interested applicants are requested to attach to their application a letter of interest, current resume, and the contact information for three to five professional references.