Classification Title/Code: IT Support Consultant (PIC2)
Working Title: Athletics IT Support Consultant
Department: Intercollegiate Athletics
Staff Type: Professional & Scientific
Type of Position: Regular, 100% time; Probationary; FLSA Exempt
Pay Level: 4A
Salary Range: $45,000 to $60,000
Apply By: (within 14 days of initial posting)

The University of Iowa Department of Athletics seeks a self-motivated, results-oriented individual with the knowledge, ability and interpersonal skills required to serve as Athletics IT Support Consultant. This is a full-time position with a salary range of $45,000 to $60,000 commensurate with education and experience and includes full University benefits.

This position provides technical consulting and support for a variety of UI Athletic units, spanning multiple domains and is responsible for the basic design, installation, setup, maintenance and application of security patches, operational integrity, and support of stand-alone and networked computer systems in a PC and/or Macintosh environment. Other duties include, but are not limited to: installation and maintenance of software, hardware and license inventory tracking, basic training in the use of supported systems, administering public resource areas, explaining technical concepts to non-technical customers and technology support for game day operations, sporting events, and other areas as assigned.

The University of Iowa is a NCAA Division I institution and a member of the Big Ten Conference. The Department of Athletics manages 22 varsity sports programs and related events with a workforce of approximately 215 regular employees and 300 temporary employees. Athletics is a people-centric organization that operates under a “Win. Graduate. Do It Right.” philosophy. For more information regarding Athletics, please click here.

Benefits Highlights: Excellent fringe benefit package including paid vacation and sick leave; health, dental, life and disability insurance options; and generous employer contributions into retirement plans. The University of Iowa is a Big Ten, nationally ranked research university with 30,000 students located in Iowa City. A vibrant community boasting excellent public schools, safe, comfortable neighborhoods, affordable housing, a highly educated population, and numerous cultural, recreational and sporting opportunities and events contribute to the Iowa City area frequently appearing high on the best-places-to-live listings. Go to “Working at Iowa” to learn more.

Required Qualifications
- A Bachelor’s degree in an appropriate discipline or an equivalent combination of education and related experience in technical support;
- Two years professional support experience using varied technology concepts relating to electronic file storage, desktop management, networked print services or other applicable technologies;
- Experience supporting Windows and Apple personal computers and laptops;
• Experience supporting printers, multi-function devices and personal mobile computing devices (smartphones, tablets, etc.);

• Knowledge of and the ability to use summarization and simplification techniques to explain complex technical concepts in simple clear language appropriate to the audience;

• Demonstrated ability to identify and troubleshoot computer systems and network performance for operational problems and make recommendations for corrective actions;

• Excellent oral and written communication skills;

• Ability to work constructively and collaboratively in a diverse environment, demonstrating strong interpersonal, customer service and teamwork skills (including with technical peers) and ability to build trusting relationships;

• Experience managing workstations using SCCM, Casper or other desktop management tools and strategies;

• Physical ability to routinely move, carry and transport computer equipment up to 50 pounds;

• Knowledge of and experience with Active Directory Users and Computers and Group Policy Management Console;

Desired Qualifications:

• Knowledge and/or certificate in IT Infrastructure Library (ITIL) foundation concepts;

• Demonstrated ability to work on diverse projects simultaneously, requiring detailed analysis, creative/practical problem solving, time management, and sound judgment;

• Ability to identify, evaluate and improve business and IT processes;

• Experience using Athletic specific technology and software such as statbroacaster, playerlync, hudlr, etc.

• Experience in an Intercollegiate Athletics environment;

• Demonstrated knowledge of current and emerging technologies used in Intercollegiate Athletics.

Application Details:
Visit our website at https://jobs.uiowa.edu and search for keyword “IT consultant”. Only applications submitted at https://jobs.uiowa.edu will be accepted.

• Applicants must upload a resume and cover letter and mark them as a relevant file to the submission. Applications without both a cover letter and resume will be considered incomplete and ineligible for consideration.

• Job openings are posted for a minimum of 14 calendar days and may be removed from posting and filled any time after the original posting period has ended.

• The successful candidate will be subject to a credential and criminal background check, and a driving record review.

• Five professional references will be required at a later step in the recruitment process.

• As a part of the University of Iowa’s review of your application and consistent with its policies and practices, the University may access and/or view information about you that is job-related and publicly available on the internet, including but not limited to information on social media sites. The access, viewing and/or use of such information is governed by the University’s Policy on Human Rights, as well as state and federal law.

For questions or additional information, please contact athl-human-resources@uiowa.edu
The University of Iowa is an equal opportunity/affirmative action employer. All qualified candidates are encouraged to apply and will receive consideration for employment free from discrimination on the basis of race, creed, color, religion, national origin, age, sex, pregnancy, disability, genetic information, status as a U.S. veteran, service in the U.S. military, sexual orientation, gender identity, associational preferences, or any other classification that deprives the person of consideration as an individual.