

POSITION ANNOUNCEMENT

Application Support Specialist Full-Time Non-Exempt

The Kansas City Art Institute (KCAI), a national leader in visual arts and design education, is seeking applications for the full-time position of Application Support Specialist. KCAI offers an exceptional benefits vacation and holiday package for full-time staff including 100% employer paid insurance and a 5% retirement match for eligible participants.

The overall responsibilities for this position are to ensure that applications in use by the administrative and academic departments at KCAI function at their fullest capacity. A broad knowledge of applications is critical, based on first hand experience with installation, configuration, and use. The Application Support Specialist will also need a clear understanding of applications in use by KCAI, including, but not limited to our primary database, Microsoft RDS, Citrix, Adobe Creative Cloud, Moodle, Microsoft Office, Apple's productivity applications, and Google's G Suite. The person in this position must be able to communicate well with different types of users at all ability levels.

ESSENTIAL FUNCTIONAL RESPONSIBILITIES:

- Be familiar with and maintain a broad knowledge of all applications in use by KCAI
- Manage the helpdesk ticketing system and phone line
- Assist with the deployment and patching of applications on all KCAI computers
- Provide training and support to all KCAI faculty, staff and students for many different types of applications
- Excellent communication skills via telephone, email, and in person
- Must be able to deal with multitasking stress and a continuous flow of needed responses
- Must be able to perform physical activities such as, but not limited to, lifting heavy equipment (up to 50 lbs. unassisted), bending, standing, climbing or walking.

REQUIRED/PREFERRED EXPERIENCE:

- 3+ years of combined customer service and software experience
- Experience with deploying and managing applications
- Experience managing user account and permissions
- Experience assisting users with initial set up and training in various applications
- Working knowledge of Windows and Mac OS
- General knowledge of various applications preferred, including but not limited to:
 - Database software
 - Adobe Creative Cloud
 - Google's GSuite
 - Microsoft Office
 - Microsoft Active Directory and RDS
 - Web based platforms such as Moodle, Slate, and Drupal
- Must demonstrate the desire and capability to learn new applications quickly in order to support internal departments with new and updated applications
- Experience working with helpdesk ticketing software
- Ability to manage user accounts and permissions

- Understanding of security issues surrounding applications
- Ability to help users problem solve and learn to use applications efficiently
- Strong written and verbal communication skills
- Strong interpersonal and customer service skills

REQUIRED/PREFERRED EDUCATIONAL BACKGROUND:

- Bachelor's degree with a emphasis on information technology, or an equivalent combination of work experience and education.

About KCAI: The Kansas City Art Institute is a private, independent and accredited college of art and design founded in 1885 and located in the cultural heart of metropolitan Kansas City, Missouri. The college enrolls nearly 600 undergraduate students regionally, nationally, and internationally. For more information, please visit www.kcai.edu.

Applications deadline and procedures:

This position is considered "open" until an offer of employment has been accepted. Career inquiries and resume submissions received during the on-campus finalist stage of the search are not guaranteed consideration.

Apply by email to: jobs+appsupspec418@kcai.edu

Attach to the email in PDF format only:

Cover letter

Resume

Salary Expectation

List of 3 professional references we may contact

Kansas City Art Institute is fully committed to Equal Employment Opportunity and to attracting, retaining, developing and promoting the most qualified employees without regard to their race, gender, gender identity, color, religion, sex, sexual orientation, national origin, age, physical or mental disability, genetic information, citizenship status, veteran status, or any other characteristic prohibited by federal, state or local law.

KCAI provides reasonable accommodation for qualified individuals with disabilities and disabled veterans in the job application process. If you have any difficulty using our online system and you need an accommodation due to a disability, you may contact the Human Resources Department about your interest in employment. Any questions or concerns can be directed to Kansas City Art Institute's Human Resource Administrator at hr@kcai.edu.

KCAI is an Equal Opportunity Employer: Minorities/Females/Disabled/Vets