Technology Support Specialist

About Boston College and the Office of Residential Life

Boston College is a Division One university with approximately 9,100 undergraduate students (7,600 residential), located on 118 acres in Chestnut Hill, Massachusetts, a beautiful suburb seven miles from the center of Boston. Founded by the Society of Jesus in 1863, Boston College has strong Jesuit Catholic educational values, which are used as a foundation for our work with and care for students.

The mission of the Office of Residential Life is to create a respectful, healthy, and safe living community for our residents. We are committed to integrating the Roman Catholic and Ignatian tradition into the formation of each student by connecting their intellectual, ethical, religious, and spiritual lives through a myriad of programs and services. Our role in this formational development is achieved by promoting the academic mission, modeling and encouraging responsible and ethical behaviors in conformity with the religious and moral principles of the Roman Catholic Church, engaging residents in conversations regarding respect for cultural diversity, and creating safe, well-managed learning environments where students can seek the greater good in conformity with the Jesuit tradition of service to others.

Under the leadership of the Associate Vice President and Director of Residential Education and Director of Operations, the department consists of 40 professional staff members, 23 graduate positions, 192 RAs, and additional student employees.

Basic Functions and Responsibility

The Technology Support Specialist provides assistance and support to the Residential Life Director of Operations. This position is responsible for assisting in the support of all departmental information technology in regards to access systems, media, web development, and the management of various databases including the StarRez housing management system. The Tech Support Specialist also assists in the analysis, development, and restructuring of business processes as needed.
**Primary Areas of Responsibility**

The Technology Support Specialist provides assistance and support for the implementation of all departmental online services including social media; oversees the ongoing development, daily updating, and routine maintenance of the Office of Residential Life website (200+ pages); manage the daily operation of the StarRez Housing System database; and makes recommendations to the Assistant Director, Director, and leadership teams for the acquisition of new programs and software to improve office and business processes.

The position also manages the residence hall access systems which include key, card, and combination locks for 35 residential facilities and 7,500 residents, maintains the card access system and University Combination database, and acts as liaison to relevant partners, including campus information technology, dining, and facilities operations.

**Qualifications**

- Bachelor’s degree required; an advanced degree desirable
- One to three years relevant experience; experience working with Housing/Student Affairs preferred
- Comprehension and appreciation of the Jesuit and Catholic values and mission, and the traditions and heritage of Boston College and a willingness to express and abide by those values and mission
- Demonstrated knowledge and commitment to issues of equity, diversity, and inclusion
- Experience providing first-tier desktop support for users in a Windows environment using Microsoft Office products
- Working knowledge of computer equipment and technology and its effective deployment in an office environment
- Understanding of a comprehensive housing database program, preferably StarRez
- Excellent written and verbal communication skills
- Demonstrated accuracy to detail, confidentiality, initiative, and organization
- Proven competencies to work in a team environment that aspires to service excellence with strong individual organizational, planning, and communication skills
- Ability to coordinate and oversee multiple tasks in a fast-paced environment
- Basic knowledge of web design and development, including an understanding of HTML, CSS and JavaScript
- Experience with media technologies, such as Photoshop and InDesign
- Excellent customer service and effective management
- Evening and weekend attendance required during the check-in and check-out, transitions, and some summer months, as well as some emergency on-call responsibilities
Boston College conducts background checks as part of the hiring process.

Boston College is an Affirmative Action/Equal Opportunity Employer and does not discriminate on the basis of any legally protected category including disability and protected veteran status. To learn more about how BC supports diversity and inclusion throughout the university please visit the Office of Institutional Diversity at http://www.bc.edu/offices/diversity.

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