

## **TECHNOLOGY SPECIALIST**

### **W.E. UPJOHN INSTITUTE FOR EMPLOYMENT RESEARCH**

#### **Position Summary**

The W.E. Upjohn Institute for Employment Research is seeking a skilled Technology Specialist to provide technical assistance to end-users. This includes installing and maintaining a variety of computing devices, responding to questions, and troubleshooting problems regarding the organization's technical hardware and software. Responsibilities also include converting or installing new software/hardware as needed, and testing or correcting existing programs. The Technology Specialist is responsible for maintaining laptops as needed. Reliable transportation is required, as this position is responsible for supporting sites within Kalamazoo and Calhoun Counties.

#### **Position Requirements**

Demonstrated experience providing technology support required. Certification or degree preferred. Proficiency with the Microsoft Windows operating system and/or a Linux operating system required. Must be able to quickly learn an array of computer hardware, software, and procedures. Must be able to lift 35 pounds at a time.

Strong analytical, technical and problem-solving skills required. Strong organizational skills and attention to detail required. Strong verbal and written skills required. Strong interpersonal skills required. Must be able to interact with and respond to the needs of a diverse employee population. Must be able to explain technical issues to technical and non-technical colleagues.

#### **About the W.E. Upjohn Institute for Employment Research**

Since 1932, the [Upjohn Institute](#) has functioned as one of the world's leading independent, non-partisan, and non-profit labor economics research organizations, seeking to research the causes and effects of unemployment and to devise ways and means of alleviating hardships caused by unemployment. The Institute also houses the administrative arm of the local workforce development programs.

The Upjohn Institute is an Equal Opportunity Employer and as such, is committed to affirmative action steps to help achieve a goal of equality in the treatment of employees and applicants without regard to race, color, religion, sex, sexual orientation, gender identity, marital status, age height, weight, national origin, veteran or disability status in hiring, promotion training and development, compensation, transfer, termination, disciplinary action, and all other personnel actions and Institute related functions and activities.

The Institute offers a competitive salary and generous benefit package.

#### **Application Instructions**

Submit resume and letter of interest to [hr@upjohn.org](mailto:hr@upjohn.org).