



Posted: 06/12/2025
Pay Rate: \$22.37 - \$24.85
Status: Non-Exempt, Full-time

[The College of Idaho](#) invites applications and recommendations for the role of **Desktop Support Specialist** to join its [Information Technology](#) team. If you're looking to be part of a tight-knit, inclusive community that prioritizes stability and work-life balance, this opportunity is perfect for you. This position involves providing high-quality support through proactive management of device lifecycles and responsive technical assistance.

The Desktop Support Specialist offers Tier 2 technical assistance to faculty, staff, and classroom technologies. This role involves configuring, deploying, and maintaining endpoint devices such as computers, peripherals, and audiovisual systems in academic settings. The specialist is responsible for diagnosing and resolving hardware, software, and peripheral issues on both Windows and macOS platforms. They provide both in-person and remote support to administrative and academic users, manage the software license inventory, and coordinate the purchasing for renewals.

The Desktop Support Specialist should be a coachable team player with strong interpersonal skills and a commitment to providing excellent customer service. Candidates must have a minimum of 2 years of experience in technical or desktop support, demonstrating the ability to assess needs, troubleshoot issues, and prioritize tasks while maintaining data confidentiality. An Associate's degree in IT or a related field is a plus, but extensive relevant experience will also be considered. Essential technical skills include a basic understanding of classroom AV systems, networking concepts, endpoint imaging, asset management, and helpdesk ticketing. The ability to work occasional evenings and weekends is also required.

Candidates must be authorized to work in the United States as of the expected hire date and throughout the date of their employment without sponsorship from The College of Idaho. A current, valid driver's license is also required, and candidates must be vehicle insurable.

The College offers competitive benefits including tuition waiver for dependents, health insurance, a retirement plan with employer match, generous paid time off, free access to on-campus fitness centers, and free admission to campus events. Spouses, domestic partners, and dependents are eligible for benefits coverage.

A complete application will include a current résumé, a cover letter addressing qualifications for the position, and the names and contact information of three (3) references: two (2) from management and one (1) professional, sent to hr@collegeofidaho.edu. Review of applications will begin immediately and continue until qualified candidates are selected. As we move through the application review process, additional information may be requested from qualified candidates.

With over 134 years of history, The College of Idaho is a regional and national leader in higher education. The College of Idaho is an [inclusive community](#) of exceptional learning that challenges the ambitious and forges pathways to success and purpose.

The College of Idaho is proud to be an equal-opportunity employer. We are dedicated to attracting, retaining, and optimizing performance and academic excellence through an inclusive workforce. The College does not discriminate on the basis of sex, race, color, age, religion, disability, national and ethnic origin, veteran status, sexual orientation, gender identity, or any other basis protected by law.