



**Wingate University**  
**Position Description**

**Position Title:** Systems Implementation and Support Specialist

Wingate, a comprehensive, independent and growing university, serves more than 3,600 students in North Carolina. Founded in 1896, the University offers 35 undergraduate majors as well as graduate and professional programs. Wingate is home to the Cannon College of Arts and Sciences, the Levine College of Health Sciences, the Byrum School of Business, the Thayer School of Education and the School of Sport Sciences. Wingate blends in-class exploration with out-of-class application to deliver an uncommon and life-changing educational experience. Nearly one-in-five Wingate undergraduate students is preparing to be a pharmacist, physician assistant, physical therapist or nurse, and 65 percent of graduate students are enrolled in health sciences. Wingate offers six master's degree programs and three doctoral degree programs. Students are supported by more than 325 endowed scholarships. The University's motto is "Faith, Knowledge, Service." View current news and videos at [www.wingate.edu](http://www.wingate.edu).

**Basic Function:**

The Systems Implementation and Support Specialist will solve problems and create solutions by providing end-user hardware support and software integration, development and maintenance support for Wingate University. This is an end user-facing and collaborative role working with students, faculty and staff.

**Primary Duties and Responsibilities:**

- Provide end user and desktop support on University software and hardware for students, faculty and staff.
- Troubleshoot and resolve software and hardware issues and support end-user workstations and classroom technology.
- Responsible for software application integration, development and maintenance.
- Actively participates in meetings with information technology support staff.
- Performs other duties in support of educational programs as assigned.

**Minimum Requirements and Qualifications:**

- Experience providing break/fix support in a help desk or desktop support role.
- Knowledge of Active Directory, VMware, Hyper-V, MS Server 2008/2012/2016, MS Office, Google/G Suite, Salesforce, middleware/integration platforms (Jitterbit, Mulesoft, etc.), SML, SQL, Powershell.
- Experience with audio visual conferencing solutions (Polycom)
- Outstanding customer service skills to work with a variety of end users.
- Strong problem solving skills.
- Possess the ability to work as part of a team and independently with little direction.

**Preferred Qualifications:**

- Proficiency in HTML5, CSS, Java, SQL, and object oriented design principles, APEX programming is a plus due to implementation of Salesforce.
- Understanding of SOAP, REST, JSON integration capabilities.
- Previous API development experience a plus.
- Previous experience designing web-based applications.

Salaries and benefit packages at Wingate are competitive and commensurate with experience.

Please send a letter of interest, resume/CV, and contact information of three references to [hr@wingate.edu](mailto:hr@wingate.edu).

**EQUAL OPPORTUNITY EMPLOYER:** Wingate University abides by all federal and state laws prohibiting employment discrimination solely on the basis of a person's race, color, creed, national origin, religion, age (over 40), sex, marital status or physical handicap, except where a reasonable, bona fide occupational qualification exists. Wingate University is committed to the provisions of the Americans with Disabilities Act. Wingate University expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status.