



POSITION ANNOUNCEMENT

Technology Support Specialist (Full-Time)

The Milwaukee Institute of Art & Design (MIAD) seeks candidates for a full-time Technology Support Specialist. The Technology Support Specialist is responsible for managing MIAD's technology help desk, providing daily technical support to the MIAD community, and troubleshooting technical problems in a friendly, solution-focused manner.

This is a full-time, on-campus position based at MIAD's campus in Milwaukee's Historic Third Ward.

Responsibilities include, but are not limited to:

1. Manage MIAD's technology help desk which includes hiring, developing, training, and supervising 7-10 student employees. Provide consistent, friendly, and solution-oriented customer service, and ensure all department signage is clear, accurate, and visually appealing.
2. Maintain a clean, professional, welcoming, and well-organized tech support area that promotes efficiency and accessibility.
3. Research, troubleshoot, document, and resolve technical and audiovisual (AV) problems within the MIAD community; test solutions to ensure resolution.
4. Plan, set up, and maintain classroom AV, including coordinating technical support for events and guests.
5. Oversee print management and proactively identify opportunities for improvement.
6. Lead and manage IT support for college events, ensuring efficient planning, smooth execution, and alignment with institutional goals. Develop and maintain an annual event calendar to support proactive planning and preparation.
7. Maintain the technology equipment database, using a consistent process for equipment audits to ensure accurate inventory tracking. Collaborate with supervisor to refine processes for equipment management and deployment, including documenting workflows for device intake, data wiping, updates, and redeployment.
8. Operate MIAD's technology checkout desk.
9. Post and promote campus wide information technology issues and solutions.
10. Coordinate equipment requests and installation for MIAD gallery exhibits, Pre-College, Continuing Education programs and others as requested.
11. Serve on MIAD committees and task forces as requested by supervisor, sharing information with the technology team.
12. Support and work directly with students and families on hardware requirements.
13. Adjust and maintain accounts in live directory databases for students, faculty and staff.
14. Ensure clear, consistent updates to customers, set appropriate expectations for resolution timelines, and accurately assign tickets to the appropriate team member.
15. Perform other duties and projects as assigned by the Managing Director of IT and/or Director of Technology.

Required Qualifications and Experience:

- Bachelor's degree in a related area preferred.
- In lieu of Bachelor's degree, a minimum of 3+ years of demonstrated successful technology support or relevant experience required.

Skills, Knowledge and Abilities:

- Strong debugging, tracing, and general troubleshooting abilities.
- Demonstrated ability to support and work effectively with wide range of individuals and personalities.
- Ability to responsibly handle sensitive and confidential information with discretion.
- Excellent written and verbal communication skills; strong interpersonal, organizational, planning, and problem-solving skills.
- Strong customer service orientation.
- Ability to work both independently and collaboratively.
- Strong organizational and time management skills, especially in a high-volume, deadline-driven environment.
- Capacity to learn and adapt to new technologies and software systems.
- Must have the ability and expectation to work regularly on-site.

Application Process and Deadline:

Qualified applicants should submit the following information in **one (1) pdf** document via email to: **search_techsupport_group@miad.edu** with the subject line: Tech Support – Last name, First Name

- ✓ A letter of interest/cover letter
- ✓ A resume
- ✓ Three (3) professional reference names and contact information.

Initial review of applications will begin December 15, 2025, and will continue until the position is filled.

MIAD offers an attractive benefits package, including health, vision, and dental insurance.

All final candidates must successfully complete reference and background checks. Only pending charges or convictions that are substantially related to the position being considered will be taken into account during the employment decision-making process. Conviction records that are not substantially related to the position or to campus safety will not be considered in hiring decisions.

About MIAD: For over 50 years, the **Milwaukee Institute of Art & Design (MIAD)** has provided a transformative creative education, igniting curiosity through art, design, and service. As Wisconsin's leading private, nonprofit art and design college, MIAD prepares students for diverse, fulfilling, and financially rewarding careers through innovative, entrepreneurial thinking in a student-focused community.

Today, MIAD enrolls over 800 students annually in its nationally ranked BFA programs, including Communication Design, Illustration, Animation Track (Illustration), Product Design, Fashion and Apparel Design, Fine Art + New Studio Practice, and Interior Architecture and Design. Student enrollment has grown 40% in the past decade, with a strong emphasis on innovation, empathy, and community engagement.

Beyond the classroom, MIAD fosters cultural experiences and community impact through robust youth programs, nonprofit partnerships, and corporate collaborations, strengthening Milwaukee's creative economy.

Looking forward, MIAD remains a dynamic educational and creative force, addressing broad societal needs through action, intention, and expression.

MIAD is committed to a teaching, learning, and working environment free from all forms of discrimination and harassment. The college prohibits students, employees, contractors, volunteers, and visitors from engaging in

discrimination and harassment based on any individual's age, race, creed, color, disability, marital status, sex, national origin, ancestry, sexual orientation, gender identity, gender expression, genetic information, religion, arrest record, conviction record, military service, veteran status, use or nonuse of lawful products off MIAD premises during nonworking hours, and any other legally protected characteristic. This prohibition applies to all of MIAD's educational programs and activities—including admissions—as well as all employment actions, including but not limited to recruiting, hiring, promotion, demotion, compensation, and benefits.