

POSITION IT SUPPORT SPECIALIST
APPLY BY MAY 23, 2019
HIRE DATE JUNE 10, 2019

DIVISION Information Technology Services
REPORTS TO Director of Information Technology Services
CLASSIFICATION Non-Exempt, C42
POSTING DATE May 9, 2019

SUMMARY

The IT Support Specialist is devoted to assisting the College to effectively utilize technology within the academic, administrative, or operational areas. The position provide advanced computer and technical assistance to individual end users; manage applications; and install and repair hardware, software, and peripherals. Responsibilities may include moving, updating, repairing, and installing hardware, software, network, and peripherals; managing enterprise applications to ensure ongoing functionality; designing classroom technology; purchasing and deploying new computers; determining hardware and software needs; providing training to end users; maintaining records on technical issues; entering data; and troubleshooting technical issues in person and over the phone.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE

- Provides advanced computer and technical assistance to individual end users to enable effective technology utilization; duties may include, but are not limited to addressing daily campus technology requests, including prioritizing tickets and requests, assessing the issues, implementing resolution; and troubleshooting technical issues (e.g., network issues) in person and over the phone
- Manages and supports enterprise applications to ensure ongoing functionality; duties could include but are not limited to, serving as a liaison, application administrator, and/or subject matter expert for assigned areas; managing the lifecycle of the application and maintaining the application(s), including designing, implementing, and maintaining all classroom technology
- Purchases and deploys new computers and other hardware and software based on college requirements; related duties may involve determining budgeted amount; complying with purchasing policies, licensing agreements, copyright, and other laws and regulations; reviewing quotes; and researching and recommending software and hardware purchases
- Manages various aspects of ongoing and potential projects to ensure timely project/task completion; work may involve prioritizing tasks, determining resources, adjusting timelines, and assessing vendor strategies
- Provides training to end users of new software and hardware to promote effective use of technology; duties may involve assessing user competency, presenting information in a non-technical way, determining hardware and software needs, and maintaining records
- Assists in the development of the budget by determining hardware standards and pricing; and manages assets by determining needs for asset tags and assigning asset locations
- Work alongside other technical support specialists, network support specialist and information security officer/Director of Information Technology Services, as needed, with planning, integration, installation, and security of systems or/or upgrade existing systems
- Work closely with technical support specialists, network support specialists, and information security officer/Director of Information Technology Services,, as needed, on policies, issues and/or testing that are security related and impact data center and SWTC systems.
- Report any known system intrusion, breach, or sensitive data exposure/loss to information security officer/Director of Information Technology Services, as needed, to assess, plan action, resolve or mitigate or reengineer existing processes/procedures or recommend and/or develop new processes/procedures to prevent future exposure.
- Performs other related duties as assigned

TRAINING, EXPERIENCE AND SKILLS

- Associate's degree in Information Technology or related field and 5 years of related experience; or equivalent combination of education and experience.
- Troubleshooting, diagnosing, and repairing hardware, software, peripheral devices, and/or other related equipment problems
- Ordering and maintaining equipment and inventory
- Communicating technical information to a non-technical audience
- Managing databases and applications
- Researching technological solutions and upgrades
- Training end-users
- Utilizing communication and interpersonal skills as applied to interaction with coworkers, supervisor, the general public, and others sufficient to exchange or convey information.
- Ability to work effectively in a team-based, quality environment and provide exceptional customer service.
- Must be service minded, adaptable and self-motivated.

PHYSICAL REQUIREMENTS

Position requires: stooping, reaching, standing, walking, talking, hearing, and seeing; lifting up to 50 pounds on a regular basis and up to 10 pounds frequently.

APPLICATIONS

Internal and External applicants complete and submit the online employment application at www.swtc.edu/jobsatswtc

For questions regarding the application process please email Human Resources at humanresources@swtc.edu or 608.822.2314.

If you need an accommodation, call 608.822.2632 (tdd: 608.822.2072) or email disabilityservices@swtc.edu

WAGE BAND: C42 - Hourly Range: \$23.46 - \$32.84

BENEFITS/SERVICES

Our comprehensive benefit package includes the following and much more:

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| • Health Insurance | • Health Savings Account | • On-campus day care (hourly rate charge) |
| • Dental Insurance | • Health Club Access | |
| • Life Insurance | • Wisconsin Retirement System Contribution | |
| • Long-Term Disability | | |

SELECTION PROCESS

The Review Committee will screen applicants and contact them for an interview. Meeting the minimum qualifications does not assure the candidate an interview. Final candidate's employment offer will be subject to completion of a criminal background check and pre-employment drug screening.

Southwest Tech does not discriminate on the basis of race, color, national origin, sex, disability, or age in its programs and activities. The Equal Opportunity/Affirmative Action Officer has been designated to handle inquiries regarding non-discrimination policies. Call 800-362-3322, Ext. 2315 (TDD: 608-822-2072) or write Southwest Tech, 1800 Bronson Blvd., Fennimore, WI 53809.