TECHNOLOGY SUPPORT SPECIALIST
FULL-TIME, BARGAINING UNIT POSITION

Eastern Gateway Community College is now accepting applications for the Technology Support Specialist position. This is a full-time position that will be based at our campus located in Steubenville, Ohio. The Technology Support Specialist is responsible for analyzing, testing, documenting, installing and maintaining computer hardware, software, and network client services, as well as, providing technical support for the proper operation of distance education systems. The technology support specialist reports to the Systems Administrator of Technology Services.

The following description indicates different levels and types of duties that will be required of the technology support specialist. It should not be construed as being all-inclusive.

Salary Range: $10.55 - $21.46
Salary commensurate with the collective bargaining agreement.

ESSENTIAL DUTIES & RESPONSIBLITIES:

- Assists in the setup of all Administrative and Academic computer hardware and peripherals, including network client setup, academic lab(s) network setup, installation of controller boards, and troubleshooting hardware problems.
- Performs computer software installations, upgrades, patches, and software troubleshooting.
- Maintains and monitors client's network and internet connections including additional installation of and connection to hubs, distance education systems, and projection devices (excludes overheads).
- Provides technical support for all distance education systems.
- Provides technical support for all audio visual devices.
- Complete assigned help desk tickets according to the service level agreement.
- Contacts maintenance providers.
- Keeps current regarding technology issues and utilizes this knowledge in performance of duties.

EDUCATION & EXPERIENCE:

- Associate degree in computer science or a related field.
- Experience in computer installation and maintenance a plus.

SKILLS & ABILITIES:

- Ability to establish and maintain effective working relationships with a wide range of technology users.
- Ability to prioritize and work on multiple projects.
- Excellent customer service and communication skills with the ability to develop good working relationships with team members and customers.
- Ability to work evening and weekend hours during peak and coverage periods.
- Ability to travel to the college's other sites to provide support as needed.

Resumes and the names, addresses and telephone numbers of at least three professional references should be sent to:

Administrative Services
Eastern Gateway Community College
4000 Sunset Blvd.
Steubenville, OH 43952

*Internal applicants should include an Employee ID number in their letter of intent.

Applications will be accepted until this position is filled.

Eastern Gateway Community College does not discriminate on the basis of race, color, religion, ancestry, national origin, sex, age, disability, veteran status, military status, gender identity or expression, genetic information, or sexual orientation. The College will promote equal opportunities to all employees, applicants for employment, students, and student applicants for admission to the College through a positive and continuing affirmative action program. Eastern Gateway Community College will fully comply with all federal, state, and local laws and regulations to guarantee equal opportunities. All contractors of this College will comply with existing federal and state regulations concerning equal employment opportunities and affirmative action. Eastern Gateway Community College is an equal opportunity institution.