Senior Technology Specialist

Full-Time, Contract

Eastern Gateway Community College welcomes applications for *Senior Technology Specialist*. This position monitors, upgrades, installs, and assists in designing the components of the College's computers and network systems to ensure the stable operation of Eastern Gateway Community College's technology assets. The Senior Technology Specialist works in a team environment to ensure that the computers and network systems are responsible, reliable, secure, and effectively support teaching, learning, and administrative services at the College. This position will be based at our campus in Steubenville, Ohio.

Eastern Gateway Community College offers a generous benefits package including medical, vision, dental, short-term/long-term disability, sick/vacation leave and life insurance. Salary is based on experience and commensurate with our salary administration plan.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Diagnoses, troubleshoots, and repairs computer and network systems and hybrid cloud environments.
- Provides technical leadership and assistance to Technology Support Specialists, ensuring the timely and efficient maintenance and repair of all computer network and telecommunications systems.
- Maintains an accurate inventory of all computers, projectors, classroom technologies, and other electronic systems.
- Performs routine computer services, data entry, and backups.
- Makes equipment and repair recommendations.
- Provides first level support as needed, including phone, on-site and remote assistance.
- Monitors computers and network systems for basic faults as well as advanced alarms to ensure performance and continuing operations.
- Ability to interpret alarm logs and other system data for proactive fault management.
- Maintains up-to-date knowledge of current and emerging technology.
- Participates in departmental meetings, in service training and other activities as required; attends conferences, seminars, and professional meetings as required.
- After-hour, on-call support may be required.
- Travel to other locations may be required on occasion.
- Other job-related duties as assigned.

EDUCATION & EXPERIENCE:

- Bachelor's Degree from an accredited institution in computer science or a related field.
- Five (5) years related experience in desktop/server, network systems management and troubleshooting over a wide area network.
- An equivalent combination of education and experience may be considered.

SKILLS & ABILITIES:

- Demonstrated experience using a personal computer, office software, and electronic mail. Computer use including data entry, word processing and/or accounting functions.
- Experience using an enterprise-wide integrated information system such as Oracle.
- Experience with Windows Server and Unix or Linux platforms.
- Demonstrated ability to communicate effectively, both orally and in writing.
- Ability to work in a friendly manner and to develop effective working relationships with faculty, students, staff, and the public.
- Ability to work with speed and accuracy in a fast-paced, demanding environment.
- Ability to perform independent problem analysis and resolution in various technological situations.

To apply, please send résumé and the contact details of at least three professional references to Human Resources at:

careers@egcc.edu

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.