



## Position Announcement January 2024

**Position:** Technology Support Specialist – Desktop Support

**Position Status:**

Part time

**Application Deadline:**

Open Until Filled

**Primary Work Location:**

Macon or Warner Robins Campus

**Work Schedule:**

Up to 19 hours per week/12 months per calendar year

*A review of completed application packets may begin upon receipt. Interviews of qualified candidates may be held following review; the position may close at any time following January 19, 2024 based on a candidate selection.*

### **Job Responsibilities:**

The Technology Support Specialist is responsible for performing technical support services associated with assisting faculty and staff computer users and ensures that all unified communication components are identified, investigated, purchased inventoried and maintained. Maintains qualifications for employment as described by the Technical College System of Georgia (TCSG) Policy Manual and accreditation standards. Follows rules and regulations as described by the TCSG Policy Manual and other policies and procedures established by the institution. Position may require travel to the college's within the College's service area as needed.

### **Major responsibilities include, but are not limited to, the following:**

- Maintains the divisions' network security and integrity
- Installs and maintains personal computer hardware, networks and software
- Installs or coordinates the installation, configuration, maintenance and support of VOIP phone, Telepresence, IP video/conferencing and integrated technologies such as united messaging and Jabber
- Performs VOIP system moves, adds and changes, accurately updates and maintain Cisco Unified Communications (UC) records
- Assesses the effectiveness of new technologies as they are introduced and implemented; works with end-users and revises or reconfigures systems as necessary to meet their needs
- Ensures that training is provided for the users as new technologies are introduced
- Maintains an accurate inventory of all communications and networking equipment on all campuses
- Ensures that unified communications systems are accessible and fully functional at all times
- Serves as the lead support services representative regarding unified communication issues and is responsible for ensuring a satisfactory level of unified communications support on all campuses

- Provides technical assistance and support to the division on a continuing basis to maximize their use of available technology and assists them in finding solutions to computer and network-related problems
- Analyzes and recommends software modifications to meet customer needs using micro-computer software
- Develops and produces various customer and management reports
- Maintains a list of resources and contacts providing technology hardware, software and services
- Consults with customers in the design of networks
- Installs and supports network operating systems to meet the needs of customers ▪ Coordinates satellite and two-way interactive video activities

### **Competencies**

- Knowledge of computer and network hardware, operating systems, application software, and network infrastructure
- Knowledge of information security practices and technology
- Knowledge of the acquisition and deployment of computer software applications and technology hardware
- Knowledge of the tools and techniques used in the diagnosis and resolution of computer software and hardware operating problems
- Knowledge of programming systems, software and hardware configuration ▪ Skill in the provision of customer services
- Critical thinking skills
- Decision making and problem solving skills
- Skill in interpersonal relations and in dealing with the public ▪ Oral and written communication skills

### **Minimum Qualifications:**

- Earned High School Diploma and One (1) related certification. Examples of the related certification include but are not limited to:
  - CompTIA A+
  - CompTIA Network+
  - Microsoft MTA

### **Preferred Qualifications, in addition to minimum qualifications preference may be given for:**

- Earned Associate's degree in Computer Science or a computer-related area from an academic institution accredited by an institutional accrediting agency recognized by the United States Department of Education and/or
- Additional industry certifications

### **Projected Work Hours/Location:**

The College is seeking to fill a position for the Macon campus. Flexible work schedule of 19 hours per week between the hours of 7:45 a.m. to 4:45 p.m. Monday through Thursday, and 7:45 a.m. to 3:30 p.m. Friday.

### **Salary / Benefits:**

**Hourly pay of \$16.00 per hour for up to 19 hours per week.** This position is not eligible for state benefits to include retirement, insurance, leave accrual, or holiday pay.

**Application Procedure:**

All applications and supporting documents must be submitted online by the posted deadline via the Central Georgia Technical College Job Center. A completed application packet consists of the following:

- A completed CGTC online application
- Postsecondary transcripts that demonstrate the applicant meets the educational minimum requirements and, if applicable, the preferred educational requirements
- Positions requiring a High School Diploma or GED as a minimum qualification do not have to submit transcript documentation as part of the application process
- Non-photo license(s) and/or certification(s) which fulfill the requirements of the position

Unofficial transcripts are accepted to the extent that they indicate that the degree or credential was earned/conferred; grade reports and diploma copies are not accepted in lieu of transcripts. Educational credentials, degrees, or coursework cannot be considered without transcripts. Incomplete application packets at the time of the position closing may not be considered. It is the responsibility of the applicant to obtain and upload the application documentation by the stated deadline.

For more information, please contact the Human Resources Office at 478 757 3449 or 478-218-3700.

All applicants are subject to the following applicable pre-employment screenings:

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|--------------------------|--------------------------|
| Criminal History Records | Motor Vehicle Records    |
| Employment References    | Pre-Employment Drug Test |
| Fingerprint Records      | Credit History Records   |
| Psychological Screening  | Medical Examination      |

Equal opportunity and decisions based on merit are fundamental values of the Technical College System of Georgia (TCSG). The TCSG State Board prohibits discrimination on the basis of an individual’s age, color, disability, genetic information, national origin, race, religion, sex, or veteran status (“protected status”). No individual shall be excluded from the participation in, denied the benefits of, or otherwise subjected to unlawful discrimination, harassment, or retaliation under, any TCSG program or activity because of the individual’s protected status; nor shall any individual be given preferential treatment because of the individual’s protected status, except the preferential treatment may be given on the basis of veteran status when appropriate under federal or state law.

Central Georgia Technical College is an equal opportunity employer. All employment processes and decisions, including but not limited to hiring, promotion, and tenure shall be free of ideological tests, affirmations, and oaths, including diversity statements. The basis and determining factor for such decisions should be that the individual possesses the requisite knowledge, skills, and abilities associated with the role, and is believed to have the ability to successfully perform the essential functions, responsibilities, and duties associated with the position for which the person is being considered. At the core of any such decision is ensuring the institution's ability to achieve its mission and strategic priorities in support of student success.

The following person has been designated to handle inquiries regarding the non-discrimination policies:

The Title IX/Section 504/ADA Coordinator for CGTC nondiscrimination policies is Cathy Johnson, Executive Director for Athletics and Compliance, Room A136, 80 Cohen Walker Drive, Warner Robins, Ga, 31088; Phone (478) 218-3309; Fax (478) 471-5197; Email: [cjohnson@centralgatech.edu](mailto:cjohnson@centralgatech.edu).