



Position Announcement March 2025

Position:	Technology Support Specialist Jr
Position Status:	Full time
Application Deadline:	Open Until Filled
Primary Work Location:	Macon Campus
Work Schedule:	40 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 March 10, 2025 based on a candidate selection.

Job Responsibilities:

Under general supervision, installs and maintains workstations and other technology applications according to established specifications. Upgrades operating systems and application software. Troubleshoots problems and provides customer assistance and training. Determines technology needs of internal and external customers and recommends solutions to meet their needs. May coordinate the division's satellite and two-way interactive video activities. Assists in maintenance of current records for equipment. 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 other sites/campuses/locations within the College's service area, as well as other travel as needed.

Duties/Responsibilities may include, but are not limited to the following:

Maintains the division's network security and integrity. (Performed by all incumbents)

- Performs regular back-up and ensures others comply with back-up procedures.
- Adds and deletes users, user directories, passwords and applications as needed.
- Executes recovery procedures according to established guidelines.
- Controls and maintains inventory of assigned equipment according to agency guidelines.
- Assures that software is utilized according to license agreements.
- Tests applications before installation on networks.
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Installs and maintains personal computer hardware, networks, and software for internal and external customers. (Performed by all incumbents)

- Ensures that products for installations are available and operative.
- Schedules installation at customer site in a timely manner.
- Completes the installation with minimum disruption to the customer and within the established time frame.
- Converts old system data to new system accurately and within a timely manner.

- Tests installed products according to agency standards.
- Works effectively with users to plan appropriate locations for equipment.
- Maintains, repairs, and installs computers, networks, and related equipment minimizing time and financial expenditures when possible and complying with applicable policies and procedures.
- Coordinates testing with customers, vendor personnel, and other support groups to ensure timely problem resolution.
- Requests assistance from upper-level technicians when required.
- Suggests efficient new procedures for resolution of problems.

Provides quality service to internal and external customers by addressing problems or issues involving hardware, software or networks through a help desk function.

(Performed by all incumbents)

- Answers customer inquiries received in writing, by telephone, or through electronic mail in an appropriate and timely manner; reads communications thoroughly or listens attentively to customers.
- Poses appropriate questions to facilitate problem determination and applies analytical or research techniques and judgment to isolate or clarify problems, gauge severity and establish priority.
- Confirms warranty and maintenance coverage where equipment is involved.
- Assumes responsibility for assignment until customer problem is resolved or reassigned.
- Resolves problems or escalates more difficult issues to appropriate division personnel. Identifies outside resources, where appropriate, and assists customers to access those resources.
- Responds to customer follow-up inquiries in a timely manner and keeps customer updated on resolution progress.
- Verifies problem resolution with customer to ensure customer satisfaction according to division guidelines. Utilizes customer evaluations to implement service improvements.
- Enters all required problem information into a tracking system in accordance with prescribed procedures.
- Provides problem tracking reports to managers and customers as requested.
- Post solutions and suggestions on Web page for benefit of other users.

Installs and supports network operating systems to meet the needs of internal and external customers. (Performed by some incumbents)

- Installs and configures network operating systems according to project plan. Ensures others follow specifications when installing.
- Builds and maintains shared network resources according to project plan.
- Monitors performance of servers.
- Coordinates the utilization of existing equipment to optimize efficient and effective use.
- Installs hardware and software upgrades according to established specifications.
- Writes and tests installation instructions for configuration on networks.
- Installs predetermined and customized configurations to ensure maximum customer satisfaction.
- Performs troubleshooting on network components/applications, including telecommunications, as needed.
- Performs diagnostic testing and problem determination on networks and associated equipment.

- Analyzes and tests multi-media communications circuits and cabling systems for proper operation.
- Completes all assigned trainings in a timely manner.
- Facilitates other projects as assigned.

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. Work schedule of 7:45 a.m. to 4:45 p.m. Monday through Thursday, and 7:45 a.m. to 3:30 p.m. Friday. Position may require a flexible schedule to include day/evening or weekend hours to meet the needs of the department as well as travel as needed to additional locations. This position will work all 12 calendar months per week and at 40 hours per week.

Salary / Benefits:

The selected candidate can expect a contingent offer with an annual gross salary range of \$38,100 (High Diploma & Certifications) to \$39,900 (Associate Degree), the actual gross rate will be determined by the candidate’s highest qualifying degree or work experience as stated in the minimum and/or preferred qualifications. This is a fulltime position scheduled to work all 12 months a year and at 40 hours per week. Position is eligible for state benefits to include retirement, insurance, leave accrual and holiday pay. CGTC is a member of Teachers Retirement System of Georgia (TRS) and Employees Retirement System of Georgia (ERS).

Application Procedure:

Applicants are required to complete the employment application in full and provide supporting documentation by the stated closing deadline for the position. GCTC does not accept mailed, faxed, or hand-delivered applications.

Applicants who complete the application procedure will be evaluated for meeting the position requirements based on the published job responsibilities, meeting the minimum and preferred qualifications based on the educational history, employment skills presented under job duties in the application system against the published job announcement. A completed application packet consists of the following:

1. A completed CGTC electronic application in the CGTC application portal.
2. As applicable, applicants for instructional positions are asked to provide a resume in addition to completing the CGTC application. Applicants for non-instructional positions may provide a resume if they wish. Submission of the resume does not replace the requirement to complete the CGTC electronic application.

3. Postsecondary transcripts that demonstrate the conferral of the degree, if applicable, and demonstrates the applicant meets the educational minimum requirements and, if applicable, the preferred educational requirements (*grade reports and diploma copies are not accepted in lieu of transcripts*)
4. Positions requiring a High School Diploma or GED as a minimum qualification do not have to submit a HSD/GED transcript documentation as part of the application process
5. Non-photo license(s) and/or certification(s) which fulfill the minimum, and if applicable the preferred qualifications stated in the job announcement

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 concerning our application process or available positions, please contact the Human Resources Office at 478-757-3449 or 478-218-3700 or via email to cdominy@centralgatech.edu.

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

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: cajohnson@centralgatech.edu.

All application materials are subject to the Georgia Open Records Act O. C. G. A. §50-18-70.