

POSITION ANNOUNCEMENT



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| **JOB TITLE:** | **Technology Support Specialist** |
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| **Job Summary:**  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. | |
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| **Primary Duties & Responsibilities**   * Installs personal computer hardware networks and software and maintains the divisions network security and integrity; * Installs or coordinate the installation, configuration, maintenance and support of VoIP phone, Telepresence, IP videoconferencing and integrated technologies such as unified messaging and Jabber; * Performs VoIP system moves, adds and changes, accurately updates and maintains 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. Consults with customers in the design of networks; * Develops and produces various customer and management reports; * Maintains a list of resources and contacts providing technology hardware, software and services; * Installs and supports network operating systems to meet the needs of customers; * Coordinates satellite and two-way interactive video activities. | |
| **ENTRY QUALIFICATIONS:**  Associate's degree \*and\* Two (2) years of work related experience Note: Experience may substitute for the degree on a year-for-year basis. | |
| **PREFERRED QUALIFICATIONS:**  IT-related industry certifications.  Excellent oral and written communication skills.  Experience with audio/visual systems.  Experience with networking infrastructure.  Experience with VoIP systems. | |
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| **SALARY/BENEFITS:**  Commensurate with qualifications. Benefits include paid state holidays, annual and sick leave, retirement options, and State of Georgia Flexible Benefits package. | |
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| **APPLICATION DEADLINE:**  Open Until Filled | |
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| **How to Apply:**  TO APPLY: Please submit an online application using the OTC online job center website. All positions require a criminal background investigation, education, and employer/professional reference checks. Some positions may additionally require a motor vehicle record search, credit history check, and/or drug screen. All male applicants between the ages of 18 and 26 years of age must present proof of Selective Service Registration. Copies of all transcripts should be submitted at the time of application for faculty positions. Official transcripts are required upon employment. For more information, please contact the Director for Human Resources at 912.871.1801 or employment@ogeecheetech.edu.  The following individuals have been designated to handle inquiries regarding the non-discrimination policies: For Title IX: Christy Rikard, Office: 198C, Phone: 912.486.7607, crikard@ogeecheetech.edu. For ADA/Section 504: Sabrina Burns, Accessibility and Assessment Coordinator, Office: 711, Phone: 912.486.7211, sburns@ogeecheetech.edu.  As set forth in its student catalog, Ogeechee Technical College does not discriminate on the basis of race, color, creed, national or ethnic origin, gender, religion, disability, age, political affiliation or belief, genetic information, veteran status, or citizenship status (except in those special circumstances permitted or mandated by law). The following individuals have been designated to handle inquiries regarding the non-discrimination policies: Christy Rikard, Ogeechee Technical College One Joseph E. Kennedy Blvd., Office 198C, Joseph E. Kennedy Building, Statesboro, GA 30458, 912.486.7607, crikard@ogeecheetech.edu and Sabrina Burns, ADA/Section 504 Coordinator, Ogeechee Technical College, One Joseph E. Kennedy Blvd., Office 711, Joseph E. Kennedy Building, Statesboro, GA 30458, 912.486.7211, sburns@ogeecheetech.edu  . | |
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