JOB POSTING
Database Technician I
(Raleigh County Campus)

Summary of Responsibilities:
This position is primarily responsible for providing College-wide classroom technology support, particularly for the evening hours in support of IVN classes and evening Help Desk issues. This position is also responsible for collaboratively working with other programmers to provide SQL expertise on various projects.

Duties and Responsibilities:
- Provide afternoon and evening technical end user support of the College’s classroom technologies to include the videoconferencing (IVN) system. This includes (a) ensuring that scheduled connections are made prior to each scheduled event, (b) troubleshooting any issues so that all technology-enhanced classroom equipment is operating normally at all locations, and (c) transferring and troubleshooting recordings on the IPVCR. This person must also perform routine maintenance of all classroom technologies to include computer upgrades, replacing projector bulbs, and verifying audiovisual and videoconferencing configurations.
- Actively work with the Help Desk staff to provide assistance by reconciling issues, closing tickets and providing direct support to customers with a particular focus on computer labs, classroom technologies, and the IVN system.
- Work collaboratively with our Banner support team to provide SQL programming expertise.
- Print and issue New River ID cards using photos and information provided by others.
- Other responsibilities as determined by supervisor.

Education/Licensure:
- Associate’s degree in a relevant field is required.

Experience:
- Over two (2) years of general computer support experience is required.
- Videoconferencing support is preferred.
- SQL Programming expertise is preferred.

An equivalent combination of relevant and recent experience and education may be considered.

Required Skills, Knowledge, and Abilities:
- General technology support expertise for array of classroom technologies and videoconferencing systems.
- Customer support experience.
- Advanced computing skills.

Classification/Compensation:
This is a non-exempt, classified, pay grade 13 position with a starting salary of $23,837 per year.

Normal Work Schedule:
Monday through Thursday 12:00pm to 8:00pm, Friday 8:00am to 4:00pm.

Applications:
Only candidates meeting the minimum qualifications will be considered. Applications will be reviewed immediately. Position is open until filled. Submit a New River Employment Application specifying position of interest and a copy of college transcript(s) to:
New River Community and Technical College
Office of Human Resources
167 Dye Drive
Beckley, WV 25801
Or, preferred method: Email: hr@newriver.edu

AA/EOE/ADA