JOBS POSTING

Info System Tech
(Nicholas County Campus)

Summary of Responsibilities:
This position provides tier one on-site technical support for complex technical problems to all employees and students at the Nicholas County Campus and works collaboratively with the Help Desk staff to deliver extended technical support college-wide. This position also serves as the Portal Administrator for the College.

Duties and Responsibilities:
- Provides on-site technical assistance and training for all employees and students at the Nicholas County Campus.
- Deploys and maintains technologies for classrooms, labs, and employees at the Nicholas County Campus and the Allied Health and Workforce building in Summersville.
- Collaborates with the Help Desk staff to provide extended hours of support College-wide.
- Serves as Portal Administrator for the College’s portal solution.
- Assists with programming and data reporting needs of the College.
- Other duties as assigned by the Help Desk Manager.

Education/Licensure:
- BS degree in Information Technology or a related field is required
- CompTIA A+ Certification is preferred.
- MCDST (Microsoft Certified Desktop Support Technician) is preferred.
- Network+ and Security+ are preferred.

Experience:
Over three (3) years of experience in the following areas is required:
- Experience with providing technical assistance, preferably within an academic environment.
- In-depth experience with programming languages.
- Expertise with databases.
- Experience working as part of a team to provide customer solutions.

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

Required Skills, Knowledge, and Abilities:
- Must be able to provide advanced support for various hardware platforms, operating systems and software solutions. Complex problem solving skills and excellent research skills are required to identify, understand and resolve technical issues.
- Must be able to communicate clearly with both technical and non-technical users. Excellent customer service is essential. The incumbent must be courteous, display a positive attitude and a genuine concern for all supported users and coworkers. Must be able to pay attention to detail, work independently as well as part of a team; be dependable, discreet and trustworthy.
- Must have the knowledge and ability to use trouble ticket solution software (IssueTrak) in order to report issues, receive problem notifications, update issues with resolutions, and to assist in creating a comprehensive Knowledgebase of issues and solutions.
Classification/Compensation:
This is an exempt, classified, pay grade 15 position with a starting salary of $27,015 per year.

Applications:
Only candidates meeting the minimum qualifications will be considered. Candidates must submit a New River Employment Application and copies of college transcripts/certificates to the address below. For full consideration, application materials must be received in Human Resources by May 16, 2014 at 4:00 p.m. Position is open until filled and is subject to funding availability. AA/EOE/ADA

New River Community and Technical College
Office of Human Resources
167 Dye Drive
Beckley, WV 25801
Or
Preferred method: Email: hr@newriver.edu