



NOTICE OF VACANCY

Technical Support Specialist (Pool)

REPORTS TO: Director of Information Technology

DESCRIPTION OF POSITION: At Mississippi Delta Community College (MDCC), we value the ability to serve students from a broad range of socioeconomic backgrounds, genders, abilities, and orientations. We prioritize applicants who demonstrate they understand the benefits a diverse student population brings to a community college. The successful Technical Support Specialist will be an equity-minded individual committed to student success by collaborating with faculty, staff, administration, students, and community partners who support the institution's mission.

The Technical Support Specialist will assist in the installation, maintenance, and troubleshooting of technological equipment (i.e., computers, media systems, telephone systems, and other related hardware and software). Additional responsibilities include but is not limited to assisting with the implementation and management of campus Local Area Networks and Wide Area Networks.

More specifically, the Technical Support Specialist is responsible for the following:

DUTIES AND RESPONSIBILITIES

- Advise on replacement or new purchases for media services, which may include projectors, TVs, sound systems, etc.
- Assist in the education of users on IT policies and procedures, how to troubleshoot minor technology issues and how to utilize technology correctly.
- Assist in the implementation and management of campus Local Area Networks and Wide Area Networks.
- Assist in the installation and maintenance of campus telephone systems.
- Assist in the management and maintenance of email systems.
- Assist in the management and maintenance of user accounts.
- Assist with the management of security options and software on computers and networks to maintain privacy and protection from attacks.
- Assist in the creation of documentation, policies, procedures, training materials, etc. for the Information Technology department.
- Attend conferences, seminars, training sessions, and meetings to keep current with rapidly changing technologies, computer utilities and tools.
- Design call flow and call routing protocols within the telephone system environment.
- Install and maintain media services equipment.

DUTIES AND RESPONSIBILITIES (cont.)

- Install technological equipment such as computer hardware, peripherals, and related software for the purpose of secure and efficient operations of offices, classrooms, libraries, and computer labs.
- Install, terminate, and repair cabling including but not limited to video, data, copper, coaxial and fiber optic communications cables.
- Keep records of repairs and fixes for future reference.
- Maintain a supply of computer parts, resources, and materials for the purpose of ensuring the availability of items commonly required to repair technology.
- Offer timely technical support via telephone, email, remote support, chat, and/or in person.
- Repair and maintain technological equipment such as computers, peripherals, network equipment and software for the purpose of keeping computer and network equipment in a safe and functional operating condition.
- Research and recommend hardware and software purchases for college personnel.
- Research, recommend, and incorporate innovative technologies to enhance and increase productivity of administration, faculty, staff and students.
- Serve as liaison to software/hardware providers and outside repair services for the purpose of conveying and/or receiving information related to district activities.
- Transports a variety of items (e.g., equipment, supplies, etc.) for the purpose of providing materials at job site or to bring equipment in for repairs.
- Perform other duties as assigned by the Director of Information Technology.

MANDATORY QUALIFICATIONS

- Associate's Degree in Networking, Computer Information Systems, or related field.
- Three years' work experience in installation and maintenance of computer hardware and software; and familiarity with Microsoft Windows operating systems, Microsoft Office suite, Local Area Networks, email, internet, telephone systems, and network cabling.

PREFERRED QUALIFICATIONS

- Bachelor degree from Computer Information Systems, or related field.
- CompTIA A+ certification, Network+ certification, Windows certification(s), Microsoft certification(s), Apple certification(s), and/or similar certifications are a plus.

KNOWLEDGE AND SKILLS REQUIRED

- Ability to be a team player and demonstrate accountability for responsibilities.
- Ability to conduct research and review and interpret published materials including analytical reports to inform decision-making, planning, and implementation of best practices, trends, and/or techniques in assigned areas.
- Ability to exercise considerable initiative, independent judgment, discretion and confidentiality in performing tasks.

KNOWLEDGE AND SKILLS REQUIRED (cont.)

- Ability to make difficult decisions and properly respond to sensitive situations.
- Ability to multitask and possess initiative.
- Ability to organize events and carry out major projects with minimal supervision and direction.

- Ability to work and communicate effectively with all college stakeholders including administrators, faculty, staff, students, and local patrons.
- Ability to work and communicate effectively with the students, staff, faculty, administration, and the public.
- Able to think creatively and respond timely to pressing deadlines.
- Broad understanding of and experience with issues and policies in public higher education and within a community college system.
- Dedicated to and appreciate the concept of the community college.
- Demonstrated effective use of technology.
- Effective planning, organizational, and time management skills.
- Familiar with data entry using Banner
- Have a working knowledge of Excel, Microsoft Word, and a 10-key calculator
- Highly attentive to detail.
- Must also be able to work under stressful situations while multitasking and maintaining a positive attitude.
- Must possess effective leadership skills that enable the success of the entire team.
- Strong sense of personal and professional integrity.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hand to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee frequently is required to sit, stand and walk. The employee is occasionally required to climb, balance, stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision. This position may require prolonged periods of viewing a computer screen. This position may also require some travel and working some evenings and weekends.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

TERMS OF EMPLOYMENT

This is a full-time, 12-month, Exempt, Non-Teaching Professional (NP) position.

SALARY

The salary will commensurate with education and experience.

APPLICATION PROCEDURES

Applicants should submit all of the following in order for their application to be considered for employment:

1. MDCC Employment Application Form
2. **Unofficial** College Transcript(s)
3. Current Resume
4. Valid Driver's License
5. Authority to Release Information Form/ Consent Form

The MDCC Employment Application can be found on the MDCC Human Resources website, <https://msdelta.formstack.com/forms/applicationforemployment>

Official transcripts **are required upon hire** and may be sent directly from the university/college electronically to humanresources@msdelta.edu or via postal mail to:

Office of Human Resources - P. O. Box 668 - Moorhead, MS 38761

DEADLINE

Internal/External – Until Filled