

Computer Specialist  
Gillette Community College District

Direct Link: <https://www.AcademicKeys.com/r?job=215552>

Downloaded On: May. 9, 2024 3:39am

Posted Jun. 21, 2023, set to expire Jun. 20, 2024

<b>Job Title</b>	Computer Specialist
<b>Department</b>	Administration
<b>Institution</b>	Gillette Community College District Gillette, Wyoming
<b>Date Posted</b>	Jun. 21, 2023
<b>Application Deadline</b>	open until filled
<b>Position Start Date</b>	July 2023
<b>Job Categories</b>	Other Administrative Categories
<b>Academic Field(s)</b>	Administration - Other
<b>Job Website</b>	<a href="https://gillettecollege.org/about/employment-opportunities/">https://gillettecollege.org/about/employment-opportunities/</a>
<b>Apply By Email</b>	<a href="mailto:dsanders@gillettecollege.org">dsanders@gillettecollege.org</a>
<b>Job Description</b>	

**Job Description**

Job Title:	Computer Specialist
FLSA Status:	Non-Exempt
Grade:	29
Department:	Administration

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Reports to: Director of Information Technology

### **Job Summary**

The Computer Specialist performs basic and routine installation, operation and maintenance of computer systems for extensive computer labs and sub-enterprise network operations; troubleshoots network, communications and video systems; researches and evaluates software, hardware and peripheral purchase options; installs and maintains sub-enterprise physical data plant; acts as liaison between Information Technologies and the Institution by providing basic and routine level technical support while working under minimal supervision.

### **Essential Duties and Responsibilities**

- Serve as a technical resource to the institution; provide basic and routine technical assistance and advice to faculty, staff, and students with computer, data or telecommunications related hardware, software, and peripheral questions by phone or in person.
- Basic and routine computer hardware repairs and installs.
- Respond to system failures to bring system back to functioning levels of operation.
- Troubleshoot basic and routine computer, network, telecommunications, connectivity, application based or server related problems.
- Confer with and advise faculty, staff, students, and other personnel concerning computer information requests, services, and needs; maintain production support for systems by working with customers on upgrades, enhancements or new products.
- Provide computer training; write or maintain user documentation/material for basic and routine software applications and connectivity issues.
- Ensure integrity, access, protection of networks, data, and system hardware and associated software including backups and updates, document appropriate network and division information.
- Contributes to the overall success of information technology services by performing all other essential duties as assigned.
- Other duties as assigned.

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**Knowledge, Skills, and Abilities Required by the Position**

- Troubleshoot and resolve basic and routine computer operations, common software problems and network connectivity problems.
- Install, maintain, and configure basic and routine software, hardware, and peripherals.
- Read and comprehend technical information relating to proprietary software, hardware, peripherals, and computer or telecommunications hardware.
- Communicate basic and routine technical information clearly and concisely both written and orally.
- Establish effective working relationships with users, operators, programmers, vendors, and supervisors.
- Effectively counsel a wide customer base on computer information requests, services and needs, upgrades and enhancements, and new products.
- Keep accurate and detailed records and perform associated data analysis.
- Meet demanding timelines.
- Research industry trends and technology developments and provide recommendations.
- Travel from location to location.
- Move 75 pounds from floor to desktop and desktop to floor.
- Current computer and telecommunication technologies.
- Current operating system technologies.
- Current Office application and end user functions.
- Operation of popular software packages, utility programs, and service aids.
- Effective troubleshooting techniques.
- Computer & video, systems.
- Capabilities and limitations of current software, hardware, and telecommunication systems.
- Computer security systems, password, and file protection protocol.
- Basic and routine LAN systems.
- Basic and routine network protocols and topologies.
- Current physical data plant installation standards and techniques
- Ability to solve system-related problems by using diagnostic techniques and protocols.
- Effective verbal and written communication skills
- Ability to maintain confidentiality regarding information processed, stored, or accessed by the systems.
- Ability to work as a team member.
- Ability to develop knowledge of, respect for, and skills to engage with those of other cultures or backgrounds is required.

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**Working Conditions/Physical Requirements**

- Prolonged periods of sitting or standing at a desk
- May be required to lift objects in excess of 25 lbs.

**Minimum Qualifications**

- Associate degree or one year of experience in desktop or helpdesk support.
- One year supporting computer systems in a large-scale network environment; preferred.
- One year of computer operating system install, maintenance and upgrade; preferred.
- One year of network cable plant installation; preferred
- One year of computer hardware installation, repair, and maintenance; preferred

**HOW TO APPLY:** Visit [www.GilletteCollege.org](http://www.GilletteCollege.org) or email [DSanders@gillettecollege.org](mailto:DSanders@gillettecollege.org)

**Must submit a cover letter, resume, and Gillette College Application.**

**EEO/AA Policy**

**Equal Opportunity and Affirmative Action Employer**

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**Contact Information**

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

**Contact**      Danielle Sanders  
HR Coordinator  
Gillette Community College District  
300 W Sinclair St  
Gillette, WY 82718

**Phone Number**      307-681-6322

**Contact E-mail**      [dsanders@gillettecollege.org](mailto:dsanders@gillettecollege.org)