

Computer Specialist
Gillette Community College District

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

Downloaded On: May. 9, 2024 2:51am

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

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

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 or email 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