POSITION ANNOUNCEMENT

ABOUT AUGUSTA TECHNICAL COLLEGE

Augusta Technical College, a unit of the Technical College System of Georgia, is a two-year college located in Augusta, Georgia. Since its opening in 1961, Augusta Technical College has remained dedicated to promoting educational, economic, and community development in its service area (Burke, Columbia, Lincoln, McDuffie, and Richmond Counties). The college offers over 100 academic programs in high-demand areas such as Allied Health Sciences & Nursing, Business, Public & Professional Services, Cyber, Digital, and Engineering Technologies accredited by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC). The college also offers adult education/GED, ESL, and continuing education programs through the Division of Economic Development.

ABOUT AUGUSTA, GEORGIA

Augusta, GA is a regional center for medicine, biotechnology, and cyber security. Located near the Georgia/South Carolina border (Central Savannah River Area), the area holds many accolades: Most Neighborly City in America, Best Cities to Start a Business, and a Top Ten Places in the South to Hire Vets. The area is internationally known for the PGA's Master's Tournament held at the Augusta National Golf Club and being the home of James Brown; while also bolstering the Augusta Riverwalk, Savannah Rapids Pavilion, Evans Towne Center Park, and the home of the US Army Cyber Center of Excellence at Eisenhower.

ABOUT THE POSITION

Job Title: Help Desk Assistant (Part-Time)   **Job Code:** 81500

Campus Location: Augusta Campus

 Salary: $12.00 per hour

JOB SUMMARY

The **Help Desk Assistant** is responsible for working directly with faculty and/or staff to provide basic technology support.

MINIMUM QUALIFICATIONS

A high school diploma or equivalent and one (1) year work related experience.

PREFERRED QUALIFICATIONS
- Experience in a customer service, call center, or help desk setting.
- Familiarity with troubleshooting common PC hardware problems.
- Ability to work responsibly with or without direct supervision.

COMPETENCIES
- Knowledge of computer software configuration and customization.
- Knowledge of the tools and techniques used in the diagnosis and resolution of computer software and hardware problems
- Skill in the operation of computers and job-related software programs
- Good decision making and problem-solving skills

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- Effective oral and written communication skills
- Ability to evaluate and analyze existing applications and identify deficiencies
- Good interpersonal skills and the ability to work well with others.
- Effective oral and written communication skills.
- Working knowledge of common operating systems (Windows 10 and 11) and software applications (Microsoft Office Suite).

WORK ENVIRONMENT
- Handle constantly changing flow of traffic.
- Be able to prioritize multiple assignments.
- Exercise patience and professionalism at all times.
- Work a flexible schedule including evening and weekend assignments.

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.
- Stand, walk, and sit for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and other computer components.
- Lift and/or move up to 50 pounds.
- May require use of portable or folding ladders 3 – to 20 – feet in height.

MAJOR DUTIES
- Provide end user support and customer service;
- Initiate and maintain customer support for computer software and application services;
- Monitor Help-Desk work orders, providing support and resolution.
- Resolve routine problems as instructed or escalate more complex issues to appropriate personnel;
- Install, upgrade, and troubleshoot hardware and software as needed;
- Instruct customers in correct procedures, special requirements, restrictions and supporting documentation needed to complete relevant process;
- Respond to questions from callers and walk-ins providing general information and helping to resolve issues with technology in offices and computer labs.
- Remain abreast of commonly used software, hardware, and other equipment.
- Follow standard Help Desk operating procedures;
- Assist users with minor problems in media-equipped classrooms.
- Become familiar with available help resources, policies, services and staff; stay updated on campus technology changes or problems.
- Assist in maintaining IT Department inventory, including additions, transfers and surplus of equipment;
- Performs other duties as assigned.

APPLICATION DEADLINE: The position will remain open until filled. All application packets MUST be completed via the Online Job Center at JobCenter (easyhrweb.com). As a part of the application process, interested candidates will be required to upload other documents including a resume, cover letter, and unofficial transcripts (see job center listing for more details). This posting will be removed from the Online Job Center once the position has been filled. All positions require a pre-employment criminal background investigation, education, and employer/professional reference checks. Some positions may additionally require a motor vehicle record search, credit history check, fingerprinting, and/or drug screen. All male applicants between the ages of 18 and 26 years of age must present proof of Selective Service Registration. Copies of all transcripts should be submitted at the time of

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application. Official transcripts are required upon employment. **Note: Due to the volume of applications received, we are unable to contact each applicant personally. If we are interested in scheduling an interview, a representative from our college will contact you.**

Equal Employment Opportunity Statement

The Technical College System of Georgia and its constituent Technical Colleges do not discriminate on the basis of race, color, creed, national or ethnic origin, sex, religion, disability, age, political affiliation or belief, genetic information, disabled veteran, veteran of the Vietnam Era, spouse of military member or citizenship status (except in those special circumstances permitted or mandated by law). This nondiscrimination policy encompasses the operation of all technical college-administered programs, programs financed by the federal government, including any Workforce Innovation and Opportunity Act (WIOA) Title I financed programs, educational programs and activities, including admissions, scholarships, and loans, student life, and athletics. It also encompasses the recruitment and employment of personnel and contracting for goods and services.

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