



Position Announcement August 2026

Position:	Technology Support Specialist Jr Intern
Position Status:	Temporary Unpaid Intern
Application Deadline:	Open Until Filled
Primary Work Location:	To be determined
Projected Work Schedule:	to be determined, not to exceed 29 hours per week

A review of the completed application packets may begin upon receipt. Interviews of qualified candidates may be held following review; the position may close at any time following August 10, 2026 based on candidate(s) selection.

Job Responsibilities:

Central Georgia Technical College is seeking a Technology Support Specialist Jr Intern working with the College's Information Technology department. This internship provides hands-on experience in higher education performing technical support services associated with assisting faculty and staff computer users and ensures that all unified communication components are identified, investigated, purchased, inventoried and maintained.

Major Job responsibilities include, but are not limited to the following:

- Maintains the divisions' network security and integrity;
- Installs and maintains personal computer hardware, networks and software;
- Installs or coordinate the installation, configuration, maintenance and support of VoIP phone,
- Telepresence, IP videoconferencing and integrated technologies such as unified messaging and Jabber;
- Performs VoIP system moves, adds and changes, accurately updates and maintains Cisco Unified Communications (UC) records;
- Assesses the effectiveness of new technologies as they are introduced and implemented; works with end-users and revises or reconfigures systems as necessary to meet their needs;
- Ensures that training is provided for the users as new technologies are introduced;
- Maintains an accurate inventory of all communications and networking equipment on all campuses;
- Ensures that unified communications systems are accessible and fully functional at all times;
- Serves as the lead support services representative regarding unified communication issues, and is responsible for ensuring a satisfactory level of unified communications support on all campuses;
- Provides technical assistance and support to the division on a continuing basis to maximize their use of available technology and assists them in finding solutions to computer and network-related problems;

- Analyzes and recommends software modifications to meet customer needs using micro-computer software;
- Develops and produces various customer and management reports;
- Maintains a list of resources and contacts providing technology hardware, software and services;
- Consults with customers in the design of networks;
- Installs and supports network operating systems to meet the needs of customers;
- Coordinates satellite and two-way interactive video activities; and
- Other responsibilities as assigned.

COMPETENCIES

- Knowledge of computer and network hardware, operating systems, application software, and network infrastructure
- Knowledge of information security practices and technology
- Knowledge of the acquisition and deployment of computer software applications and technology hardware
- Knowledge of the tools and techniques used in the diagnosis and resolution of computer software and hardware operating problems
- Knowledge of programming systems, software and hardware configuration
- Skill in the provision of customer services
- Critical thinking skills
- Decision making and problem solving skills
- Skill in interpersonal relations and in dealing with the public
- Oral and written communication skills

Minimum Qualifications:

- Earned High School diploma and one (1) related certification. Examples of these include but are not limited to:
 - CompTIA A+
 - CompTIA Network+
 - Microsoft MTA

Projected Work Hours/Location:

This position will work between the normal day hours of 7:45 a.m. to 4:45 p.m., Monday through Thursday, and 7:45 a.m. to 3:30 p.m. Friday for a mutually agreed upon, consistent schedule meeting the requirements for the student's internship requirements, not to exceed 29 hours per week. Additional hours or a flexible schedule to include evenings and/or weekends will be required as needed. Position location assignment to be determined, and may require travel to any of the locations within the College's service area as well as other travel as needed.

Salary / Benefits:

This is an unpaid, temporary internship position. This position is not eligible for any state benefits to include retirement, insurance, leave accrual and holiday pay. CGTC is a member of Teachers Retirement System of Georgia (TRS) and Employees Retirement System of Georgia (ERS).

Application Procedure:

Applicants are required to complete the employment application in full and provide supporting documentation by the stated closing deadline for the position. GCTC does not accept mailed, faxed, or hand-delivered applications.

Applicants who complete the application procedure will be evaluated for meeting the position requirements based on the published job responsibilities, meeting the minimum and preferred qualifications based on the educational history, employment skills presented under job duties in the application system against the published job announcement. A completed application packet consists of the following:

1. A completed CGTC electronic application in the CGTC application portal.
2. As applicable, applicants for instructional positions are asked to provide a resume in addition to completing the CGTC application. Applicants for non-instructional positions may provide a resume if they wish. Submission of the resume does not replace the requirement to complete the CGTC electronic application.
3. Postsecondary transcripts that demonstrate the conferral of the degree, if applicable, and demonstrates the applicant meets the educational minimum requirements and, if applicable, the preferred educational requirements (*grade reports and diploma copies are not accepted in lieu of transcripts*)
4. Positions requiring a High School Diploma or GED as a minimum qualification do not have to submit a HSD/GED transcript documentation as part of the application process
5. Non-photo license(s) and/or certification(s) which fulfill the minimum, and if applicable the preferred qualifications stated in the job announcement

Incomplete application packets at the time of the position closing may not be considered. It is the responsibility of the applicant to obtain and upload the application documentation by the stated deadline.

For more information concerning our application process or available positions, please contact the Human Resources Office at 478-757-3449 or 478-218-3700 or via email to cdominy@centralgatech.edu.

All applicants are subject to the following applicable pre-employment screenings:

Criminal History Records

Motor Vehicle Records

Employment References

Pre-Employment Drug Test

Fingerprint Records

Credit History Records

Psychological Screening

Medical Examination

Equal opportunity and decisions based on merit are fundamental values of the Technical College System of Georgia (TCSG). The TCSG State Board prohibits discrimination on the basis of an individual's age, color, disability, genetic information, national origin, race, religion, sex, or veteran status ("protected status"). No individual shall be excluded from the participation in, denied the benefits

of, or otherwise subjected to unlawful discrimination, harassment, or retaliation under, any TCSG program or activity because of the individual's protected status; nor shall any individual be given preferential treatment because of the individual's protected status, except the preferential treatment may be given on the basis of veteran status when appropriate under federal or state law.

Central Georgia Technical College is an equal opportunity employer. All employment processes and decisions, including but not limited to hiring, promotion, and tenure shall be free of ideological tests, affirmations, and oaths, including diversity statements. The basis and determining factor for such decisions should be that the individual possesses the requisite knowledge, skills, and abilities associated with the role, and is believed to have the ability to successfully perform the essential functions, responsibilities, and duties associated with the position for which the person is being considered. At the core of any such decision is ensuring the institution's ability to achieve its mission and strategic priorities in support of student success.

The following person has been designated to handle inquiries regarding the non-discrimination policies:

The Title IX/Section 504/ADA Coordinator for CGTC nondiscrimination policies is Cathy Johnson, Executive Director for Athletics and Compliance, Room A136, 80 Cohen Walker Drive, Warner Robins, Ga, 31088; Phone (478) 218-3309; Fax (478) 471-5197; Email: [cajohnson@centralgatech.edu](mailto:cjohnson@centralgatech.edu).

All application materials are subject to the Georgia Open Records Act O. C. G. A. §50-18-70.