

**Position Announcement**

**November 2017**

**Position:** Technology Support Specialist

**Status:** Fulltime  **Application Deadline:**  November 30, 2017

**Job Responsibilities:**

The Technology Support Specialist is responsible for performing technical support services associated with assisting faculty and staff computer users and ensures that all unified communication components are identified, investigated, purchased, inventoried maintained. The selected candidate will maintain qualifications for employment as described by the Technical College System of Georgia (TCSG) Policy Manual and accreditation standards. The selected candidate will follow rules and regulations as described by the TCSG Policy Manual and other policies and procedures established by the College. This position may require travel within the college’s service area and other travel as needed.

**Major job responsibilities may 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.

**Job 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

**Projected Work Hours/Location:**

This position will be assigned to work between the College’s business hours of 7:45 a.m. to 7:00 p.m. Monday through Thursday and 7:45 a.m. to 3:30 Friday, based upon customer and IT department needs. Additional hours or a flexible schedule to include evening and weekend hours will be required as needed. Position will be located at the College’s Macon or Warner Robins campus, to be determined, with travel within the College’s service area and additional travel as needed.

**Minimum Qualifications:**

* Associate degree or higher from a nationally or regionally accredited institution **AND** Two (2) years of work related experience
  + *Note: Experience may substitute for the degree on a year-for-year basis*

**Salary / Benefits:**

Annual gross salary range of low to mid $30’s based on candidate’s highest qualifying degree or work related experience. This is a fulltime position, working 12 months per year, and is eligible for 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:**

All applications and supporting documents must be submitted online by the posted deadline via the Central Georgia Technical College Job Center.  A completed application packet consists of the following:

* A completed CGTC online application
* Current Resume or CV that outlines qualifications that demonstrates the applicant meets the minimum qualifications and if applicable, the preferred qualifications of the position
* Postsecondary transcripts that demonstrate the applicant meets the educational minimum requirements and, if applicable, the preferred educational requirements
* Positions requiring a High School Diploma or GED as a minimum qualification do not have to submit transcript documentation as part of the application process
* Non-photo license(s) and/or certification(s) which fulfill the requirements of the position

Unofficial transcripts are accepted to the extent that they indicate that the degree or credential was earned/conferred; grade reports and diploma copies are not accepted in lieu of transcripts.  Educational credentials, degrees, or coursework cannot be considered without transcripts.  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, please contact the Human Resources Office at 478 757 3449 or 478-218-3700.

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

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| Criminal History Records | Motor Vehicle Records |
| Employment References | Pre-Employment Drug Test |
| Fingerprint Records | Credit History Records |
| Psychological Screening | Medical Examination |
| Department of Driver Services Screening |  |

Central Georgia Technical College does not discriminate on the basis of race, color, creed, national or ethnic origin, gender, religion, disability, age, disabled veteran, veteran of the Vietnam Era, or citizenship status (except in those special circumstances permitted or mandated by law).

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

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