**POSITION ANNOUNCEMENT**

**POSITION: Technology Systems Support (TAS) Technician (Marietta and Mountain View)**

**POSITION DESCRIPTION:** This position is responsible for performing technical support services associated with assisting faculty and staff computer users.

**MAJOR DUTIES:**

**PRIMARY DUTIES**

* Identifies and resolves problems in an efficient and timely manner. Is responsible for ensuring any reported problem by an end-user is resolved.
* Provide front-line assistance and training for end-users as needed.
* Primarily responsible for providing technology support services at the campus of assignment, but will require travel to other campuses as needed for larger projects, to provide additional expertise, or to fill in during absences or vacancies.
* Supports distance education efforts by supporting video and audio systems – including camera and sound board operation if necessary.
* Identifies chronic problem areas that may warrant investigation and provides suggestions for alternatives and solutions.
* Ensures classroom systems are in proper working order and configured appropriately at the start of each term.
* Communicates effectively with other technicians, the Manager, the Coordinators, and other personnel to ensure that problems are properly identified and that any applicable specialist is kept informed.

**SECONDARY DUTIES**

* Accessible to all faculty, staff, and administration to respond to helpdesk calls involving (but not limited to) computer software/applications, network issues, printers and toner, copiers, fax machines, projectors, and any other equipment or services within the scope of the Technology Advancement and Support department.

**SPECIALIZED DUTIES**

* Installs and correctly configures new equipment according to guidelines established by the Hardware Coordinator.
* Installs operating systems and application software according to guidelines established by the Software Coordinator.
* Installs communications and network devices and cabling as outlined by the Communications and Network Administrator.
* Assists with maintaining an accurate inventory.
* Responds to the needs of the department and the college by assisting other team members as necessary.

**MINIMUM QUALIFICATIONS:**

* **High School degree required.**
* **Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.**
* **Possession of or ability to readily obtain a valid driver’s license issued by the State of Georgia for the type of vehicle or equipment operated.**

**SALARY/BENEFITS:** $39,110.21 annually. Benefits include paid holidays, annual leave, and the State of Georgia Flexible Benefits Program. Please be aware that Chattahoochee Tech employees will be paid by direct deposit, unless exempted by the State Accounting Office based on “hardship” evidence provided by the employee.

**TELEWORK:** This position is not eligible for telework.

**APPLICATION PROCEDURE:** APPLY ONLINE ONLY @ [www.chattahoocheetech.edu](http://www.chattahoocheetech.edu) and select “Quick Links” then “Jobs & Careers.” For a complete file, fill out an online application, upload cover letter, resume and include three professional references’ contact information on application. Before a candidate is hired, a pre-employment criminal background investigation, motor vehicle records check and employer/professional reference check will be conducted. Following screening, candidates may be asked to submit further documentation.

**RESPONSE DEADLINE:** Open until filled. Screening will begin immediately.

**ANTICIPATED EMPLOYMENT DATE: September 2025**

**EMPLOYMENT POLICY:** Chattahoochee Technical College is accredited by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) to award associate degrees, diplomas, and certificates. Questions about the accreditation of Chattahoochee Technical College may be directed in writing to the Southern Association of Colleges and Schools Commission on Colleges at 1866 Southern Lane, Decatur, GA 30033-4097, by calling (404) 679-4500, or by using information available on SACSCOC’s website ([www.sacscoc.org](https://nam12.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.sacscoc.org%2F&data=04%7C01%7Csarah.cosby%40chattahoocheetech.edu%7C76f352afebe0445368de08d8eefff055%7C74981b26ccc14e7eafc6720c4c6b0050%7C1%7C0%7C637522130299947630%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=wIuCegd7GHx7DFCY9IsMWfqoNY4jplmkGFCY7aKSvWY%3D&reserved=0)).

As set forth in its student catalog, Chattahoochee Technical College does not discriminate on the basis of race, color, creed, national or ethnic origin, gender, religion, disability, age, political affiliation or belief, genetic information, veteran status, or citizenship status (except in those special circumstances permitted or mandated by law). The following person(s) has been designated to handle inquiries regarding the non-discrimination policies: Chattahoochee Technical College Title IX Coordinator, Shanequa “Nickkie” Warrington, Marietta Campus, 980 South Cobb Drive, Building C 1102B, Marietta, GA 30060, 770-975-4023, or SDWarrington@ChattahoocheeTech.edu, and Chattahoochee Technical College Section 504 Coordinator, Caitlin Barton, 5198 Ross Road, Building A1320, Acworth, GA 30102, (770) 975-4099, or Caitlin.Barton@chattahoocheetech.edu.

***A Unit of the Technical College System of Georgia***