**POSITION ANNOUNCEMENT**

**POSITION: *INTERNAL ONLY:* Multi-Position (2) Technology Support Technician II**

**POSITION DESCRIPTION:** Position will provide services such as installation, maintenance and support related to internal and external users, and reports to the Technology Support Manager. It is important to have strong computer knowledge as that will ease out the work responsibilities.

**MAJOR DUTIES:**

**PRIMARY DUTIES**

* Provide general day-to-day users' technical support.
* Assist AV and Hardware Specialists for new Hardware implementation and deployment.
* MAC computers support
* Students' helpdesk backup including printing management
* Manage and lead campus-specific projects such as re-organizing a classroom, removing IT equipment, gathering resources, scheduling project, overseeing timely completion.
* Installation
* The technician II must take care of all the computers and laptops that run on a company network.
* They will first test the operating system along with any application software that the user needs.
* They will assist installing servers, networking components and linking of other peripheral equipment.
* The Technician II may also uninstall old programs and configure the computer network labs. They will create builds and install new equipment, utility software and other tools used by the CTC employees.
* Troubleshooting
* The professionals should be able to resolve any hardware or software problem.
* Usage of diagnostic tools to recognize the issue is the best way to find a solution.
* They must also help the employees to recover lost date, diagnose software issues and reinstalling programs.
* The Technician II has to rectify malware and virus issues within personal workstations and the company’s network.
* They have to repair the organization computers and other technology equipment, and help maintaining indicated servers as needed.
* The Technician II may have to work in coordination with the other teams to resolve both complex and routine computer issues.

**SECONDARY DUTIES**

* May oversee the work of other Technology Support Technicians
* May assist in the development, implementation and maintenance of policies, procedures and plans for maintenance and repair of computer systems and related equipment.
* Will monitor and report on computer repair and maintenance data
* May participate in hiring and performance review discussions
* May assist in coordination efforts of CTC’s Technology Support Technicians to ensure the technology systems are repaired and maintained efficiently.

**SPECIALIZED DUTIES**

* Assist the Associate Applications Administrator with evaluating, testing, new technologies to meet the needs of the College.
* Facilitate the enhancement of services, improve efficiencies and effectiveness of academic and administrative operations
* streamlining and automating processes.
* Assist with more of the backend administrative functions of the applications side such as Deepfreeze, JAMF (Mac management), imaging, etc.
* Assist with software inventory as well as installing and configuring software applications throughout the college.
* Communications and Network
* Assistance to Data Center and Network Projects
* Cabling and small-scale data termination
* Help on Network Inventory
* Basic Unified Comm system administration
* Basic cameras system administration,
* In collaboration with Tech Support Manager, Network Engineer and Unified Communications Engineer assign tasks or request Assistance.
* Programming and Banner
* Assist Database Administrator Programmer and/or Program Analyst as may be directed to help in special projects or efforts affecting faculty, staff, and student end users.

**MINIMUM QUALIFICATIONS:**

The candidate will meet all the 3 minimum requirements to be considered.

1. 3+ consecutive years as a CTC TAS Technician or 3 + consecutive years as a CTC TAS Technician with specific area of demonstrated expertise (Software, Hardware, or Network, etc.)

2. AS degree or higher in IT related field or High School Diploma + 4 years of experience as IT Technician

3. Demonstrated proficiency in handling a variety of technical issues, as well as taking on added responsibilities and meet expectations on last two performance evaluations.

**SALARY/BENEFITS:** Paid 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: April 2024**

**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](tel:(404)%20679-4500), 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](mailto: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](mailto:Caitlin.Barton@chattahoocheetech.edu).

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