



WIREGRASS

GEORGIA TECHNICAL COLLEGE®

Help Desk Technician (FT, VLD)

CAMPUS: Valdosta Campus

STATUS: Full-time

POSTING TYPE: Regular Posting

Wiregrass Georgia Technical College is seeking an exceptional individual to serve in the role of Helpdesk Technician. This position will be responsible for installing and providing technical support and problem resolution to complex PC based hardware and software related issues; education, training and experience leading to demonstrated competencies in providing software/hardware support to multi-user computer network systems; to evaluate customer requests, identify current system requirements, and provide recommended solutions. Ability to convey complex technical information orally and in writing with tact and courtesy; ability to learn new technologies and adapt to a changing technical environment and workload; to work in a team environment. Ability to bend, climb, lift and move in confined spaces; to retain pertinent information of the job; to provide assistance to end-users with software, hardware and operating systems. Demonstrate a professional demeanor when interacting with customers. Demonstrate ability to manage multiple projects. Proficient in the use of Microsoft Office Word, Excel, PowerPoint, and Outlook. Knowledge of hardware and repair of equipment such as desktop computers, printers etc. Proficient in the use of helpdesk ticketing system, such as FreshService. The incumbent will provide the leadership and in-field expertise to assist in attaining the college's technological goals. S/He must represent the college in a manner which supports the values, mission, goals, and standard of professional conduct associated with the Technical College System of Georgia.

Wiregrass Georgia Technical College seeks to recruit, hire, and retain faculty and staff who display a willingness to support students of underrepresented gender and minority groups, as well as students with disabilities. All employees of the college are required to participate fully in the realization of equity in recruitment, enrollment, retention, graduation, and placement of students enrolled or who seek to become enrolled in programs at the college, with a special emphasis on nontraditional program participants.

Reasonable Accommodations Statement: To perform the duties of this position successfully, the incumbent must have the appropriate work experience, hold the appropriate certification and credentials, and be able to perform each key position duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. Please contact humanresources@wiregrass.edu to request accommodations.

SUMMARY OF WORKING CONDITIONS

- Equipment Used: Standard office equipment, Various types of advanced computer equipment.
- Working Conditions: Category III - No foreseen exposure to hazardous chemicals/pathogens. Probability of working beyond the normal shift, but not frequently. Periodic travel between major Wiregrass campuses and satellite sites.

MINIMUM QUALIFICATIONS

High School Diploma or equivalent *and* one (1) year of work related experience.

****NOTE: A combination of related experience may substitute for the degree on a year-for-year basis.**

PREFERRED QUALIFICATIONS

In addition to meeting all other minimum qualifications, the highly desired candidate will possess one or more of the following: Associate's Degree or higher in a computer related field from a four year college or university or a two (2) year technical college. Professional certification in network, operating systems, and/or relational database software development from a recognized accrediting association or vendor; vocational-technical training institution; or military training in a computer field. Vendor specific certifications including Oracle and Microsoft SQL. All course work and certifications should include a concentration of computer repair and networking related topics.

SALARY/BENEFITS

Salary is \$32,000/yr. This position is full-time and includes standard State of GA benefits such as leave accrual, options for health & other supplemental benefits, and retirement. This position may qualify the successful candidate for the Public Service Loan Forgiveness Program. *This position is funded in whole or in part by State/Local/Tuition funds.*

BACKGROUND INVESTIGATIONS

Pursuant to college policy, a thorough background investigation, including a criminal history records check and employment history reference checks will be performed for all candidates offered employment. Other checks such as Motor Vehicle Records may be conducted for any candidate receiving an offer, as well as internal candidates prior to being promoted or transferred into a position with the college. **Other Required Tests: No additional tests are required for this position.**

Should a candidate be chosen for a 2nd interview, references which support prior work history and employment experience will be contacted. Please note that some employers charge a processing fee to complete employment verifications. If a former employer requires payment to complete employment verification forms, this fee must be paid by the candidate. For positions requiring official transcripts, the candidate will be responsible for ordering and payment for these transcripts. Wiregrass is responsible for payments for criminal history searches, MVR searches, credit checks, and other items listed in the required tests portion above.

APPLICANT INSTRUCTIONS/INFORMATION

Application Deadline: Monday, June 23, 2025 or Until Filled

All application packets MUST be completed via the Online Job Center at <https://www.wiregrass.edu/about/employment>. As a part of the application process, interested candidates may also be required to upload other documents such as a resume, transcripts, etc (see job center listing for more details). This posting will be removed from the Online Job Center on the date posted above. For more information regarding this position or application instructions, please contact the Human Resources Office at (229) 333-5356 or humanresources@wiregrass.edu.

EQUAL OPPORTUNITY EMPLOYER STATEMENT

As set forth in its student catalog, Wiregrass Georgia 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). Any violation or questions may be directed to: Shalonda Sanders, Title IX Coordinator (all campuses), Vice President for Human Resources and Operations, Valdosta Campus, Brooks Hall, Room Rm. 548, (229) 333-5356 or shalonda.sanders@wiregrass.edu; OR Katrina Royal, Student ADA Section 504 Coordinator (all campuses), Director of Special Populations and Tutoring Services, Valdosta Campus, Berrien Hall, Room 100, (229) 333-2100 ext. 1236 or katrina.royal@wiregrass.edu *student ADA student disability claims only. Telephone numbers are accessible to persons who are deaf or hard of hearing through the Georgia Relay by dialing 711 or 1-800-255-0056 from a TTY/TDD.