



# WIREGRASS

GEORGIA TECHNICAL COLLEGE®

## Technical Support Specialist (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 Technical Support Specialist. 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.

*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.*

**\*\*Note: Two (2) positions available.**

### SUMMARY OF WORKING CONDITIONS

- Equipment Used: Standard office equipment, Regular use of college owned or personal vehicle for performance of duties, Various types of advanced computer equipment, Various types of in-field related equipment
- Working Conditions: Category III - No foreseen exposure to hazardous chemicals/pathogens. Probability of working beyond the normal shift, Periodic travel between major Wiregrass campuses and satellite sites.

### MINIMUM QUALIFICATIONS

Associate Degree or higher and four (4) years work-related experience in a related field.

**\*\*Note: Experience may substitute for the degree on a year-for-year basis.**

### PREFERRED QUALIFICATIONS

In addition to meeting the minimum qualifications, the highly desired candidate will possess a Bachelor's Degree from an accredited college in Computer Science or a computer related field and/or additional industry certifications to include one or more of the following: CompTIA A+ and CompTIA Network preferred, 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 in computer repair and networking related topics. 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 use of help desk ticketing systems, such as Fresh Service.

## SALARY/BENEFITS

Salary is \$47,000/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 Local 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, April 22, 2024 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](mailto: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), Associate Vice President for Human Resources, Valdosta Campus, Brooks Hall, Room Rm. 548, (229) 333-5356 or [shalonda.sanders@wiregrass.edu](mailto:shalonda.sanders@wiregrass.edu); OR Katrina Royal, Student ADA Section 504 Coordinator (all campuses), Special Populations and Tutoring Services, Valdosta Campus, Berrien Hall, Room 100, (229) 333-2100 ext. 1236 or [katrina.royal@wiregrass.edu](mailto: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.