

## HELP DESK SPECIALIST, INFORMATION TECHNOLOGY

DATE POSITION AVAILABLE: June 2009

APPLICATION DEADLINE: Position Will Remain Open Until Filled

APPLICATION PROCEDURE: Send letter of interest, resume to: Director, Human Resources,  
Tyler Junior College

JOB DESCRIPTION: This is a full-time, twelve-month professional position responsible to the technical services coordinator for:

1. Receiving, prioritizing, documenting, and resolving customer requests.
2. Escalating problem resolution using independent judgment under dynamic conditions.
3. Providing operations assistance with computer equipment in the computer center; including servers, network equipment, printers, etc.
4. Running programs and scheduling jobs as requested by functional areas.
5. Keeping informed of new procedures and maintaining a working knowledge of computer systems and applications.
6. Assisting customers in the use of campus computing resources.
7. Performing other duties as assigned by the technical services coordinator.

REQUIREMENTS/QUALIFICATIONS:

1. Associate degree in information systems required; Bachelor's degree preferred.
2. One to three years experience in similar environment required; Windows certification desirable.
3. Working knowledge of Windows operating systems and applications required.
4. Experience in the following environments desirable: Active Directory, Netware, GroupWise, Backup Exec, and HEAT.
5. Excellent communication and interpersonal skills required.
6. Must be able to work independently, respect confidentiality and maintain courtesy dealing with internal and external customers.

WORKING CONDITIONS:

Usual: Conditions associated with sitting at a PC answering the help desk phone.

Special: May require working for extended periods or at times other than normal working hours.

SALARY RANGE: \$24,725-\$29,725

\* This is a security sensitive position, and a background check will be completed prior to hiring.

OTHER BENEFITS: Exceptional employee benefit plan. Participation in Teacher Retirement Systems of Texas.

DATE OF NOTICE: May 20, 2009