



Bluefield State College

Job Vacancy Announcement

Information Systems Technician

POSITION TITLE: Information Systems Technician

JVA#: 2017-14

DEPARTMENT: Computer Services

POSITION CLASSIFICATION: This position is Nonclassified, Full-time, carries a Nonexempt status under the Fair Labor Standards Act, and serves at the will and pleasure of the President. Salary will be commensurate with qualifications and experience.

POSITION SUMMARY: Under administrative direction, this position performs repair, preventive maintenance, replacements, installations and troubleshooting for personal computers, software and accessories, and coordinates the Institutional IT Help Desk requests to make sure faculty/staff/students receive needed information systems technical support in a timely manner. This position provides computing advice to Bluefield State College's administrative, faculty, staff and students areas for both computer software and hardware. Travel to off-site locations when needed.

CORE RESPONSIBILITIES:

- Performs repair, preventive maintenance, replacements, installations and troubleshooting for personal computers, software and accessories. Implements established procedures and standards relating to usage of technology and related equipment. To maximize providing efficient and effective information systems technical support, this position also coordinates the Institutional IT Help Desk requests to track IT help requests and make sure faculty/staff/students receive needed information systems technical support in a timely manner. Creates solutions by analyzing applications, systems, and communications problems of users to increase help support. Performs information systems second level problem resolution. Tracks the status of problems until they are resolved satisfactorily and provides quality assurance follow up. Researches information pertaining to a systems or application change. Provides documentation and support for problem management and tracking system. Monitors accuracy of data entered into the problem tracking database. Updates data entry procedures as required. Coordinate Help Desk requests to analyze and resolve varied, simple-to-occasionally complex technical problems involved in computer programming, data entry, transfer, retrieval, communications, and similar areas of computer use as needed by the users on campus. This position provides information systems technical support to Bluefield State College's administrative, faculty, staff and student areas for both computer software and hardware.
- Supervises help desk student workers, intern, and extra help positions that are essential to the operation of the IT Help Desk. Oversees and ensures responsible equipment usage. With supervisor's approval, initiates purchase orders for helpdesk equipment and operating supplies and student worker staffing levels. Responsible for the security of help desk equipment. In collaboration with immediate supervisor, recruits, hires, trains and terminates IT Help Desk

student workers, in accordance with established College policies and acceptable practices. Conducts faculty and staff training sessions for items relating to Help Desk. Develops and maintains It-related FAQs. Works with appropriate campus administrators to install and maintain IT-related resources on webpage.

- Performs other duties as assigned by supervisor. Stay current with technology.

MINIMUM REQUIRED QUALIFICATIONS: Applicants must have an earned Associate Degree in Computer Science or related field, and at least two years of experience in the following areas: general computing and client server experience; and PC software and hardware troubleshooting and installation experience. Must have excellent oral and written communication skills, ability to manage and prioritize multiple projects simultaneously, ability to solve problems with minimal direct supervision, must demonstrate a positive and professional attitude, must exercise tact, discretion and confidentiality in all matters when handling sensitive situations or work assignments, genuine concern for the welfare of computer users, diplomacy, attention to detail, ability to work as part of a team, be dependable, discreet and trustworthy. Must have advanced technical support skills for hardware and software packages, as well as complex problem solving skills. Physical Effort required includes constant use of a computer, working in a normal office environment, and occasionally carrying PC's and devices up to 25 pounds. Must maintain a Valid Driver's License, and be willing to travel to off-site locations as needed.

PREFERRED QUALIFICATIONS: Bachelor's degree in Computer Science, Information Systems or closely related field strongly preferred.

COMPENSATION: Salary is commensurate with qualifications and experience. Position is dependent upon available funding. [Note: *Position is contingent upon available federally-funded grants.*]

THE COLLEGE: The mission of Bluefield State College is to provide students an affordable, accessible opportunity for public higher education. A historically black institution, Bluefield State College prepares students for diverse professions, graduate study, informed citizenship, community involvement, and public service in an ever-changing global society. More information about the College is available at www.bluefieldstate.edu

APPLICATION PROCEDURE: Completed applications are to be submitted in electronic format only to humanresources@bluefieldstate.edu and must include:

1. Letter of interest specific to the position;
2. A completed BSC Employment Application (form available at <https://www.bluefieldstate.edu/jobs>);
3. Resume/CV;
4. Contact information for at least three professional references; and
5. Transcripts (unofficial transcripts are acceptable for the application process; official transcripts will be required of the selected candidate.

DATE POSTED: July 24, 2017

CLOSING DATE: Position is open until filled. A review of applications will began immediately. For full consideration, applications must be received by 4:00 pm EST, August 14, 2017.

Bluefield State College is an HBCU, AA/EOE/ADA employer, committed to the principle that minorities, women, veterans, and individuals with disabilities are encouraged to apply. The college complies with all applicable federal and state laws designed to promote equal educational and employment opportunities. Bluefield State College does not sponsor H1B VISA.