



# Bluefield State College

## Job Vacancy Announcement

### Information Systems Technician

**POSITION TITLE:** Information Systems Technician

**JVA#:** 2017-16

**DEPARTMENT:** Academic Technology (supporting Distributed Education Technology and Digital Learning)

**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 repairs, preventative maintenance, replacements, installations, and troubleshooting for Personal Computers (PCs), software, and accessories related to faculty and staff technology needs, and classroom environments. Evaluate and determine departmental needs for computers and technology, develop purchase orders, train faculty, staff, and students in various software and hardware products. Assist the Distributed Education Technology Administrator and the Director of Digital Learning with classroom A/V (audio/video) installations, maintenance, replacements, upgrades, troubleshooting, and the like. Provide support and technical assistance with assorted campus events such as teleconferencing, videoconferencing, special event setup, and monitoring of A/V equipment at said events. Travels to off-site locations when needed.

#### **CORE RESPONSIBILITIES:**

- Installation, repair, maintenance, configuration, and troubleshooting for all PCs and related equipment.
- Operating System and software installation and support as needed for faculty and staff as well as for student computer labs. This includes ghosting, network configuration, configuring email and printer settings in order to allow successful connection and communication with the campus network, and other related activities necessary for the successful completion of the task.
- Assist the Distributed Education Technology Administrator and the Director of Digital Learning with any classroom A/V installations, maintenance, configuration, upgrades, troubleshooting, and any other related activities.
- Supervise work-study students within the Department of Academic Technology dedicated to assisting the position. This includes training on day-to-day operations, common hardware and software issues encountered, exceptional problem resolution, setting goals, tracking performance, and entry-level vision casting for the position.
- Train faculty and staff on the use of various hardware and software. Assist students as needed in the use of hardware and software available at the college.
- Evaluate equipment and software for purchase recommendation. Stay current with technology related to academic computing and make recommendations for improvements/changes.

- Obtain purchase quotations from state-wide and online vendors for various hardware/software purchases necessary to complete the mission of the Department of Academic Technology.
- Provide support and technical assistance with assorted campus events such as teleconferencing, videoconferencing, special event setup, and monitoring of A/V equipment at said events.
- Perform other Duties as assigned by supervisor.

**MINIMUM REQUIRED QUALIFICATIONS:**

Applicants must have an earned Associate Degree in Computer Science or closely related field, and at least one year of recent PC software and hardware troubleshooting and installation experience.

Ability to: perform basic computer maintenance, both hardware and software; perform classroom technology maintenance and solutions, both hardware and software; install and configure computer hardware and software; quickly learn and adapt to changing technologies.

Physical Effort required includes: constant use of a computer; working in a normal office environment; installing classroom technology (cameras, projectors, projector screens, cables, speakers, A/V desks, etc.); working in confined spaces (electrical closets, overhead ceiling areas, workstation areas, under desks, etc.); and occasionally carrying PC's, boxes, hardware, cabling 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](http://www.bluefieldstate.edu)

**APPLICATION PROCEDURE:** Completed applications are to be submitted in electronic format only to [humanresources@bluefieldstate.edu](mailto: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:** August 1, 2017

**CLOSING DATE:** Position is open until filled. A review of applications will begin immediately. For full consideration, applications must be received by 4:00 pm EST, August 18, 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.*