



SOUTHWEST TEXAS JUNIOR COLLEGE Human Resources

2401 Garner Field Road | Uvalde, TX 78801-6221
Phone: (830) 591-7330 | Fax: (830) 591-7340
swtjc.edu | human.resources@swtjc.edu

EMPLOYMENT OPPORTUNITY

Title: IT Help Desk Technician

Campus: Uvalde

Job ID: 212234710301

Closing Date: July 15, 2022

Job Duties: Responsible for providing technical assistance and support related to computer systems, hardware, or software. Responds to queries, run diagnostic programs, isolate problems, and determine and implement solutions in person or with Desktop Central. Write training manuals, manage and deploy images and scripts. Train and educate IT customers, walk customers through problem-solving processes, respond to trouble tickets for customers seeking help. Follow-up with customers to ensure issues have been resolved via ServiceDesk Plus. Gain feedback from customers about computer usage. Run reports to determine malfunctions that continue to occur and document in the ServiceDesk Plus ticket system. Install computer peripherals for users and train them on new technologies. Maintain daily performance of desktop, Smartboards and mobile systems. Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems. Run CAT 5/6 and terminate as needed. Run diagnostic programs to resolve problems. Install, modify, and repair computer hardware, and software as part of a project team or as an individual when directed. Other duties as assigned.

Salary: Professional Schedule Group I, 12-month position.

Other Benefits: Benefits package available (Health/Life insurance, retirement plan, sick/personal leave, holidays, waived tuition for eligible employees and dependents).

QUALIFICATIONS

Education: Associates degree preferred; comparable training or experience will be considered.

Experience & Training: Requires at least one year of experience in IT Field that includes demonstrable computer skills. Experience with Desktop Central, ServiceDesk Plus, VMware, Windows Servers, Microsoft Office Suite, and other Software applications will be considered a plus.

Additional Preferred Qualification Requirements: Must be motivated and have initiative. Ability to work independently without direction. Must have excellent English, writing, and oral communication skills. Must possess required knowledge, skills, abilities, and experience and be able to explain and demonstrate, with or without reasonable accommodation, the essential functions of the job. Must have a desire to learn and improve, with a strong sense of responsibility, and the ability to prioritize and organize tasks carefully and accurately. Candidate must be authorized to work in the U.S. and must provide verifiable credentials; successful completion of background and reference check specified for the position. Must have a valid driver's license and be insurable through SWTJC insurers. Travel is required for other geographic locations served by the college.

SUBMIT APPLICATION TO:

Human Resources Coordinator, Southwest Texas Junior College, 2401 Garner Field Road, Uvalde, TX 78801. It is the applicant's responsibility to verify the status of a position. **Submit the following required documents:** (1. Letter of intent, (2. SWTJC Application, (3. Resume, (4. Copy of Transcripts (official transcripts are required if hired). All documents become property of SWTJC.