

Southwest Texas Junior College

Employment Opportunity

2401 Garner Field Road, Uvalde TX 78801 ☐ HR: 830.591.7330 Ofc ☐ 830.591.7340 Fax
Human Resources Employment: www.swtjc.edu

Title: Smart Classroom Tech

Job # 202135710201

Campus: Uvalde Campus

Closing Date: Until filled

Description of 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 Security Cameras. 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. 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 Zoom Rooms. 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: Based on Professional Schedule; Group I

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

QUALIFICATION REQUIREMENTS

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, Zoom, Windows Servers, Microsoft Office Suite, and other Software applications will be considered a plus.

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Additional 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 (address above). It is the applicant's responsibility to verify the status of the position. Each applicant is responsible for submitting: 1) letter of application, 2) SWTJC application form, 3) resume, and 4) copy of transcripts (Official transcripts required when hired). All applications and supporting documents become the property of SWTJC.

NOTICE TO APPLICANTS

With respect to the employment and promotion of both teaching and non-teaching personnel, it is the policy of Southwest Texas Junior College not to discriminate either in favor of or against any persons on the basis of race, color, religion, national origin, sex, age, disability, or veteran status.

An Affirmative Action/Equal Opportunity Institution