



## Job Description

Job Title: Computer Specialist

FLSA Status: Non-Exempt

Grade: 8 - \$23.07/hour

Department: Administration

Reports to: Director of Information Technology

## Job Summary

The Computer Specialist performs basic and routine installation, operation and maintenance of computer systems for extensive computer labs and sub-enterprise network operations; troubleshoots network, communications and video systems; researches and evaluates software, hardware and peripheral purchase options; installs and maintains sub-enterprise physical data plant; acts as liaison between Information Technologies and the Institution by providing basic and routine level technical support while working under minimal supervision.

**Essential Functions** *(Employees of the District must be able to perform, with or without reasonable accommodations, the essential functions of the position as detailed in this section.)*

- Serve as a technical resource to the institution; provide basic and routine technical assistance and advice to faculty, staff, and students with computer, data or telecommunications related hardware, software, and peripheral questions by phone or in person.
- Basic and routine computer hardware repairs and installs.
- Respond to system failures to bring system back to functioning levels of operation.
- Troubleshoot basic and routine computer, network, telecommunications, connectivity, application based or server related problems.
- Confer with and advise faculty, staff, students, and other personnel concerning computer information requests, services, and needs; maintain production support for systems by working with customers on upgrades, enhancements or new products.
- Provide computer training; write or maintain user documentation/material for basic and routine software applications and connectivity issues.
- Ensure integrity, access, protection of networks, data, and system hardware and associated software including backups and updates, document appropriate network and division information.

- Contributes to the overall success of information technology services by performing all other essential duties as assigned.
- Other duties as assigned.

**Minimum Qualifications** *(Employees of the District are required to possess a minimum proficiency level of English, both written and spoken, that will enable them to communicate safely, effectively, and efficiently with students, co-workers, and the public.)*

- Associate degree or one year of experience in desktop or helpdesk support.
- Possess a valid Class C driver's license.
- Any equivalent combination of training, education, and experience that provides the required skills, knowledge, and abilities.

### **Preferred Qualifications**

- One year supporting computer systems in a large-scale network environment.
- One year of computer operating system installation, maintenance and upgrade.
- One year of network cable plant installation.
- One year of computer hardware installation, repair, and maintenance.

### **Competencies for Successful Performance**

#### **Knowledge of:**

- Office procedures, methods and computer equipment and programs.
- Work safety principles and practices.
- Current computer and telecommunication technologies.
- Current operating system technologies.
- Current Office application and end user functions.
- Operation in popular software packages, utility programs, and service aids.
- Effective troubleshooting techniques.
- Computer & video, systems.
- Capabilities and limitations of current software, hardware, and telecommunication systems.
- Computer security systems, password, and file protection protocol.
- Basic and routine LAN systems.
- Basic and routine network protocols and topologies.
- Current physical data plant installation standards and techniques.

#### **Ability to:**

- Understand and follow safety procedures.
- Organize work tasks and work independently.
- Meet work schedules and deadlines.
- Understand and follow oral and written directions.
- Maintain the confidentiality of information and professional boundaries.
- Troubleshoot and resolve basic and routine computer operations, common software problems and network connectivity problems.
- Install, maintain, and configure basic and routine software, hardware, and peripherals.
- Read and comprehend technical information relating to proprietary software, hardware, peripherals, and computer or telecommunications hardware.
- Communicate basic and routine technical information clearly and concisely both written and orally.
- Establish effective working relationships with users, operators, programmers, vendors, and supervisors.
- Effectively counsel a wide customer base on computer information requests, services and needs, upgrades and enhancements, and new products.
- Keep accurate and detailed records and perform associated data analysis.
- Meet demanding timelines.
- Research industry trends and technology developments and provide recommendations.
- Travel from location to location.
- Solve system-related problems by using diagnostic techniques and protocols.
- Effective verbal and written communication skills.
- maintain confidentiality regarding information processed, stored, or accessed by the systems.
- Work as a team member.
- Develop knowledge of, respect for, and skills to engage with those of other cultures or backgrounds is required.

**Skill in:**

- Performing various duties, frequently changing from one task to another.
- Interpersonal skills necessary to develop and maintain appropriate and effective relationships in the workplace.

**Supervisory and Management Responsibility**

- None

**Physical Demands** *(The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.)*

- Move 75 pounds from floor to desktop and desktop to floor.
- Prolonged periods of sitting or standing at a desk
- May be required to lift objects in excess of 25 lbs.

**How To Apply:**

In order for applications to be complete they must contain: a cover letter, resume, GCCD application (found online at <https://gillettecollege.org/careers>), and copies of graduate (if applicable) and undergraduate transcripts. Official transcripts will be needed prior to an interview. Email all application documents to [hrteam@gillettecollege.org](mailto:hrteam@gillettecollege.org).

**Equal Opportunity and Affirmative Action Employer**

Gillette Community College District is an equal opportunity institution and as such, does not discriminate on the basis of race, sex, color, national origin, religion, age, veteran status, political affiliation, disability, sexual orientation, gender identity, or any other characteristic protected under applicable federal, state, or local law in admission or access to or treatment or employment in its educational programs or activities. Direct inquiries or complaints to Shantel Moore, Human Resources Director, 300 W Sinclair Drive, Gillette, WY 82718, or [smoore@gillettecollege.org](mailto:smoore@gillettecollege.org), or the U.S. Department of Education, Office for Civil Rights, 1244 Speer Blvd., Ste. 310, Denver, CO 80204-3582, 303-844-5695 or TDD 303-844-3417.