

IT SPECIALIST

Livingston Campus

Job Announcement

Northshore Technical Community College is accepting applications for a full-time, unclassified position domiciled at the Livingston Campus.

Applications will be accepted until position is filled, with preference being given to those received on or before December 18, 2023.

All applicants are subject to a background check, in accordance with NTCC Policy HR-020, a criminal history check will be conducted on all new hires. NTCC participates in the federal E-Verify system for identification and employment eligibility purposes.

To apply please submit: (1) a letter of application, (2) a resume and (3) official transcript (for a transcript to be considered official, it must be sent directly from the school to Human Resources. It may be sent by mail or e-script.)to:

Attention: Hiring Manager
Northshore Technical Community College
65556 Centerpoint Boulevard
Lacombe, LA 70445
Telephone number: 985-545-1262
Email: resumes@northshorecollege.edu

Job Summary:

This position is responsible for implementing, maintaining, supporting, developing, and designing communication networks, and providing IT support for end-users within multiple sites of Northshore Technical Community College (NTCC). Travel will be required to the NTCC sites as needed.

The successful candidate must have a common knowledge of current protocols, operating systems, and standards; and the ability to operate tools, components, and peripheral accessories. Must be able to understand the emerging network infrastructure and technologies that support the design and implementation of LAN and Datacenter architectures. The successful candidate must have effective interpersonal skills and relationship-building skills; strong written and oral communication skills; strong customer-service orientation; and the ability to present ideas in user-friendly language. Must have an understanding of the organization's mission, goals, and objectives; have analytical and problem-solving abilities, with keen attention to detail. Must be self-motivated and directed, with the ability to effectively prioritize and execute tasks in a high-pressure environment; and must have experience in a team-oriented, collaborative environment.

QUALIFICATIONS:

Required: Associate's degree with twelve (12) semester hours in electronics, telecommunications, computer science or electrical engineering, or any combination of the above fields to equal twelve hours. Completion or imminent completion of a full-time comprehensive computer technology, electronic technology, computer network technology or microcomputer software technology course from a technical institute or business school of at least twelve (12) months in duration or four years of relevant work experience will substitute for the associate's degree and the required twelve (12) hours.

Preferred: 1) Two years working experience with Active Directory and Microsoft Office 365
2) Have a CompTIA A+ certification or CompTIA Network+ certification

Additional Requirements:

Expand knowledge through professional development opportunities

Obtain new IT certifications as needed

Strong technical knowledge of network and PC operating systems

Strong technical knowledge of current network hardware, protocols, and standards

Desired application support experience with MS Office Applications, Cisco, VPN

Knowledge of applicable data privacy practices and laws

Strong understanding of human resource management principles, practices, and procedures

Strong understanding of project management principles

Strong leadership skills

Excellent written and oral communication skills

Excellent interpersonal skills

Ability to conduct and direct research into IT issues and products as required

Ability to present ideas in business-friendly and user-friendly language

Highly self-motivated and directed

Keen attention to detail

Proven analytical, evaluative, and problem-solving abilities

Ability to effectively prioritize and execute tasks in a high-pressure environment

Exceptional customer service

Extensive experience working in a team-oriented, collaborative environment

RESPONSIBILITIES:

- Perform on-site analysis, diagnosis, and resolution of complex desktop problems for end-users, and recommend and implement corrective solutions, including off-site repair for remote users as needed.
- Install, configure, test, maintain, monitor, and troubleshoot end-user workstations and related hardware and software in order to deliver required desktop service levels.
- Monitors helpdesk software and responds to helpdesk tickets for support
- Participates in the installation, maintenance, and administration of a data communications network through the preparation and placement of hardware.
- Assists in the administration of VMWare and Veeam environments.
- Monitors notifications from various software packages (PRTG, Veeam, etc.) and performs corrective actions where necessary
- Email, MS Outlook & MS Office 365 Administration and Maintenance
- Administration of Active Directory (including user and computer accounts and group policy)
- Practice network asset management, including maintenance of network component
- Perform maintenance and upgrades during off-hours
- Performs other duties as assigned

KNOWLEDGE, SKILLS, & ABILITIES:

Must be able to communicate effectively in both written and verbal form. Must have the ability to follow instructions and prepare accurate paperwork. Must maintain confidentiality of work related information and materials. Must have skills in classroom technology – computer skills, projectors, etc. Must establish and maintain effective working relationships. Knowledge of and ability to follow College policies and procedures. Knowledge of trends, developments, new technologies affecting the Computer Information Systems program. Knowledge of curriculum and program development. Knowledge of public relations/marketing practices and methods. Skill in instructing students from diverse cultures and/or backgrounds. Skill in using authentic assessment to evaluate students' needs and progress. Skill in integrating technology into curriculum and other educational services. Ability to multi-task and organize, prioritize, and follow multiple projects and tasks through to completion with an attention to detail. Ability to work independently while contributing to team environment. Ability to analyze problems, identifies solutions, and takes appropriate actions to resolve problems using independent judgment and decision-making processes. Ability to teach effectively utilizing a variety of instructional methodologies including lecture, lab work, hands on instruction, and other instructional methods and update instructional methods and materials and apply research studies in classroom, and lab settings.

PHYSICAL REQUIREMENTS:

The physical demands described here 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 individuals with disabilities to perform the essential functions. While performing the duties of this position, the employee is frequently required to sit, communicate, reach and manipulate objects, tools, or controls. The position requires mobility. Minimum physical exertion. Duties involve moving materials weighing up to 5 pounds on a regular basis and up to 50 pounds on an occasional basis. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard, mouse, calculator, and similar machines.

INTERPERSONAL SKILLS:

Alternative or combined skills in understanding, counseling, and/or influencing people are important in achieving job objectives, causing action, understanding others, or changing behavior; and, skills of persuasiveness or assertiveness, as well as sensitivity to the point of view of others.

WORKING CONDITIONS:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Most work takes place in an office environment, where the noise level is minimal. However, non-office work exposes the employee to dirt, fumes, noise, and all types of weather conditions on a daily basis. On-call 24/7 for emergency response.

Northshore Technical Community College is an Equal Opportunity Employer

In compliance with Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, and Section 504 of the Rehabilitation Act of 1973, this Educational Agency upholds the following policy: Northshore Technical Community College campuses assure equal opportunity for all qualified persons without regard to race, religion, sex, national origin, age, handicap, marital status or veteran's status in admission to, participation in, or employment in the program and activities of this system. Each campus welcomes handicapped individuals and has made buildings accessible to them.