



Treasure Valley

COMMUNITY COLLEGE

TVCC is a comprehensive community college dedicated to promoting student success.

RECRUITMENT ANNOUNCEMENT

HELP DESK TECHNICIAN

PAY - \$17.00 per hour

JOB TYPE – Full-time (non-exempt)

DEADLINE – Open until filled

LOCATION - Ontario, Oregon

DEPARTMENT – Information Support Services

REPORTS TO – ISS Director

Come work for us! Working for TVCC comes with many exciting benefits. With 11 annual paid holidays, Friday's off in the summer, Christmas break for all employees, generous vacation and sick leave along with a great selection of medical, dental and vision plans to choose from (for eligible employees and their dependents), retirement benefit (for eligible employees) and much more, choosing to work for TVCC will be a great step in your career. We invite you to apply and experience the benefits of a thriving community college that values each employees' contributions to its success!

A little about us... TVCC welcomes you to Ontario - where Oregon begins! TVCC was founded in 1962 and is located on a 90-acre campus near the center of Ontario, Oregon. TVCC currently employs around 150 full-time faculty and staff. TVCC's campuses and centers extend to several locations throughout Oregon and Idaho: Caldwell (Idaho), Burns (Oregon), Snake River Correctional Institution, Warner Creek Correctional Facility, Eastern Oregon Correctional Institute, Powder River Correctional Facility, and Two Rivers Correctional Institution. Ontario is an agriculturally based city of over 11,000 people, with a service area population of over 60,000. Ontario is situated in the Treasure Valley and located about 60 miles west of Boise, Idaho. The Treasure Valley offers many outdoor opportunities for the entire family, including fishing, boating, hunting, camping, skiing and sightseeing.

POSITION SUMMARY: This position assists users with computer-related issues/problems. Level 1 skill level is basic computer desktop support done by a computer technician in training with little or no experience; they generally cannot work independently and require close instruction while gaining experience.

QUALIFICATIONS

MANDATORY: High school diploma or equivalent, plus specialized courses in computer electronics or related field, or related experience and training which demonstrates the knowledge, skills and abilities to perform the duties of the position. Broad knowledge of

Microsoft operating systems, basic networking principles, and email client requirements; integrated office suites (e.g. Word, Excel); hardware installation, troubleshooting, and repair procedures; and software configurations. Experience repairing, replacing, or maintaining computers and network systems. Able to train technology users, and diagnose and resolve technology problems; communicate effectively verbally and in writing, establishing and maintaining open lines of communications with the user community.

PREFERRED: Possess A+ certification, Microsoft Certified Professional. Associate's degree in Computer Science. Bilingual in English-Spanish.

ESSENTIAL FUNCTIONS

Answer phone and email to investigate and respond to user questions and problems encountered with hardware/software. Analyze and correct problems. Assist users in the use of software, hardware, and network systems. Provide PC software and hardware support services to users. Maintain software and hardware inventory for supported users.

Install, configure and maintain workstation computers and other related hardware components, network cards and software.

Document system procedures and may train other personnel in the department to function as a backup.

Arrange for return of defective parts and warranty service to manufacturer or supplier.

Provide assistance to faculty in the delivery of video conferencing classes.

Other related duties as may be assigned.

TERMS OF EMPLOYMENT

This is a full-time, Classified, hourly (non-exempt) position.

VETERANS PREFERENCE

Applicants are eligible for a Veteran's Preference in accordance with Oregon law. Preference will be given only if the applicant meets the minimum qualifications of the position and submits the required documentation at the time of application. You can request copies of your military service records through the National Archives website at <http://www.archives.gov/veterans/military-service-records/>.

The College reserves the right to reject all applicants and ask for a re-opening of the position or make a direct appointment.

TREASURE VALLEY COMMUNITY COLLEGE IS AN EQUAL OPPORTUNITY EDUCATOR AND EMPLOYER

It is the policy of the Treasure Valley Community College Board of Education and the College that there will be no discrimination or harassment on the basis of race, color, sex, marital status, sexual orientation, gender identity, religion, national origin, age or disability in any educational programs, activities or employment. Lack of English language skills will not be a barrier to admission and participation in career and technical education programs. Persons having questions about equal opportunity and non-discrimination should contact the Human Resources Director located in the Performing Arts Center on the south side of the Four Rivers Cultural Center building, or call (541) 881-5838 or TDD (541) 881-2723.

Es la política de la Junta de Educación de "Treasure Valley Community College" que no habrá tolerancia a la discriminación ni acoso por motivos de raza, color de piel, género, estado civil, orientación sexual, identidad de género, religión, nacionalidad, edad o discapacidad en cualquier actividad relacionada al estudio, o empleo. La falta de habilidades en el idioma inglés no será barrera para la admisión y ser participe en programas de carreras técnicas y profesional. Individuos que tengan preguntas sobre oportunidades y no discriminación deben ponerse en contacto con el Director de Recursos Humanos ubicados en el "Performing Arts Center" en el lado sur del edificio "Four Rivers Cultural Center". Teléfono (541) 881-5838 o TDD (541) 881-2723.