



Internal Vacancy Announcement IT Specialist 1 In-Training for IT Specialist 2 # 479 I/J

Cascadia Community College has [earned a national reputation for excellence](#), with an integrated learning model and more than 70% of its students moving on to four-year programs. Co-located on a campus with the University of Washington Bothell, approximately 18 miles northeast of Seattle, Cascadia is currently seeking an innovative, collaborative, and dynamic individual for the position of **IT Specialist 1 in-training for IT Specialist 2**. Cascadia's employees enjoy annual paid vacation (accrual based), summer work schedules with a 3-day weekend, a retirement package, tuition waivers, and other excellent [benefits](#).

The successful applicant will have the following qualifications:

Minimum Qualifications:

- AA or equivalent experience in Information Technology
- One year of experience as a customer service and skills working as a Tier 1 or 2 technical professional
- Basic working knowledge of AD, TCP/IP, DNS, DHCP and WINS
- Demonstrated experience installing, maintaining and supporting PC hardware, software and peripherals
- Basic working knowledge of Windows 2003 and 2008 server administration.

Preferred Qualification(s):

- Experience administering Windows 2003 and 2008 servers
- Knowledge of scripting and GPO
- Experience with computer support in higher education.
- Demonstrated commitment to pluralism and the ability to support a diverse workplace and educational environment.

The anticipated start date for this position is Thursday, March 1st, 2012.

Employees promoted to a position in a class whose range is less than six (6) ranges higher than the range of the former class will be advanced to a step of the range for the new class that is nearest to five percent (5.0%) higher than the amount of the pre-promotional step. (Article 43.7, 2009-2011 WPEA HE Collective Bargaining Unit).

To progress from ITS1 to ITS2 you must successfully complete the job requirements of the in-training plan and complete an initial trial service period of six months with possible extension to 12 months per Article 4.2 D (5) prior to attaining permanent status in the ITS2 job classification.

Applicants must submit the following for a complete application:

- **Cover letter** (no more than two pages that explain how the candidate's experiences and qualifications demonstrate the minimum, preferred qualifications and characteristics of the job description)
- **Resume**
- **Federal & State Reporting Form** (optional)

For priority consideration, complete applications must be received by the priority date of **February 6th, 2012 by 5pm.**

Application submissions should be sent to applicant@cascadia.edu. **Please type in the subject line of your email "IT 1-2"**.

Faxed, mailed, and delivered applications to Human Resources will not be accepted. Application materials become the property of Cascadia Community College. For questions related to this position, please email applicant@cascadia.edu,

Corrected or extended notices for this recruitment will be posted on the College's web site www.cascadia.edu/employment.

Cascadia Community College is committed to creating and supporting a diverse faculty, staff and student population. Individual differences are celebrated in a pluralistic community of learners. Cascadia does not discriminate on the basis of race, color, religion, sex/gender, sexual orientation, national origin, citizenship status, age, marital or veteran status, or the presence of any sensory, mental or physical disability, or genetic information, and is prohibited from discrimination in such a manner by college policy and state and federal law. Persons with disabilities needing assistance in the application process may make request to the Human Resources Director by calling (425) 352-8880.

In recognition of the Jeanne Clery Act, information on our campus safety can be found at www.uwb.edu/safety



IT Specialist 1 In-Training for IT Specialist 2 # 479 I/J

Full or Part-Time:	Full-time	ITS 1 Initial Salary Placement:	from 3,213 - \$3,631 Monthly
		Periodic Salary Increases to a maximum salary at ITS 2 Level:	\$4,888 Monthly
FLSA Status:	Overtime Eligible	Supervising Position:	Director of Information Services
Duration:	12 months annually	Union Representation:	Washington Public Employee's Assoc. (WPEA)

Position Summary: Include a brief one paragraph summary of why the positions exists.

Under the general direction of the Director of Information Services, this position is responsible for providing college students, faculty and staff the technology support services they need to enable their learning and performance of their duties. This position provides Tier 2 helpdesk support for work orders escalated to the system administrators and technicians. This position also provides system maintenance for servers and software for administration and instruction. In addition, under the guidance and direction of senior network administrators, it will participate in upgrade and implementation projects.

Essential Duties and Responsibilities: The following have been identified as essential functions of the position. Essential functions are those tasks or functions of a particular position that are fundamental to the position. *Include complexity of work i.e. Basic, Routine, Complex, Highly Complex where appropriate*

Duties & Responsibilities generally begin with a action oriented verb (i.e. manage, assess, create, coordinate) **Frequency**

End User Support **Daily 35%**

- Complete assigned helpdesk tickets in accordance with IT department SLA's by analyzing and resolving software and hardware problems independently or with the assistance of the IT Team and vendor resources
- Conduct user training as needed for both computer and telephony services
- Document processes and procedures for end users and internal stakeholders

Server Maintenance **Monthly 20%**

- Administer the Key server to manage workstation application licensing.
- Administer Antivirus, Update and Anti-Spam solutions, maintain currency in virus definitions
- Maintain Active Directory and GPO, develop and deploy group policy as necessary in coordination with the IT Team.
- Test and apply all critical OS server service packs and patches as they become available. Evaluate and apply other service packs, patches and driver upgrades as directed.
- Perform other routine server maintenance tasks such as reviewing system logs and messages to identify events and errors, defragmenting disks, maintaining storage quotas, updating BIOS and firmware, running Check-disk etc. as appropriate.
- Serve as backup to the System Administrators
- Document all changes and new services implemented as a part of this function for end users as well as co-workers.

IT Technician assistance **Daily 40%**

- Perform routine preventative maintenance on desktops, laptops and peripherals
- Perform desktop and laptop installation moves, adds and changes
- Conduct basic user training as needed for both computer and telephony services
- Deploy tested desktop images
- Resolve routine printing problems
- Maintain records of network printer usage and coordinate with the Business Office to ensure timely and accurate internal billing for print services

- Coordinate with the College's multifunction device provider to address services relating to network printing
- Ensure that all applications are appropriately licensed and controlled in accordance with licensing rights
- Maintain licensing records
- Maintain technical inventory and equipment surplus in accordance with established policies
- Order equipment and supplies as dictated by routine operational requirements
- Perform other related duties as assigned to support the IT Team in achieving its service objectives
- Maintain technical inventory and equipment surplus in accordance with established policies.
- Set up and operate Audio Visual equipment as needed to support classrooms and events, coordinate with event managers as appropriate.

Other Duties

5% Monthly

- Perform other duties as assigned to support the IT Team in achieving its service objectives

Education and Experience:

Minimum Qualifications:

- AA or equivalent experience in Information Technology
- One year of experience as a customer service and skills working as a Tier 1 or 2 technical professional
- Basic working knowledge of AD, TCP/IP, DNS, DHCP and WINS
- Demonstrated experience installing, maintaining and supporting PC hardware, software and peripherals
- Basic working knowledge of Windows 2003 and 2008 server administration.

Preferred Qualification(s):

- Experience administering Windows 2003 and 2008 servers
- Knowledge of scripting and GPO
- Experience with computer support in higher education.
- Demonstrated commitment to pluralism and the ability to support a diverse workplace and educational environment.

Required Knowledge, Skills and Abilities:

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Knowledge and Technical Skills (Minimum Competencies)

- Demonstrated experience maintaining and supporting, Windows 7 and Microsoft Office.
- Demonstrated experience installing, maintaining and supporting PC hardware, software, and peripherals.
- Basic knowledge of AD, TCP/IP, DNS, DHCP, and WINS.
- Managing and maintaining licensing records.

Job Developed Skills (Advanced Competencies)

- Knowledge and experience with desktop image deployment tools such as Altiris.
- Demonstrated customer service skills.
- Use of Print Manager software.
- Experience in desktop support in a higher education setting
- Experience in maintaining and supporting OSX
- Experience administering Windows 2003 and 2008 server
- Demonstrated experience installing, maintaining and supporting Server hardware, software and peripherals
- Demonstrated experience maintaining and supporting server software such as: ESX, Windows 2003, and Windows 2008.
- Demonstrated experience maintaining and supporting anti-virus and anti-spam software

Traits and Characteristics (Behavioral Competencies)

- Maintains strong customer relationships by being highly responsive, non-judgmental and supportive.
- Adapts readily to new challenges, processes and job responsibilities.
- Operates effectively in a team, subordinating personal preferences when necessary, asserting their point of view when

necessary.

- Displays independent thinking, takes the initiative and is candid in discussing issues with both team members and supervisors.
- Possesses strong analytic and problem solving capabilities.
- Displays integrity by not abusing the right to access individual or institutional information conferred upon them by virtue of their role as technical support staff.

Terms of Employment:

This is a full-time, twelve-month classified position. This position works 40 hours per week, Monday – Friday; may include occasional evening responsibilities and some weekend assignments. The position is allocated to pay Range 48 (\$3,213) with progression to range 54 (\$4,888) under the Higher Education Salary Schedule. This is a represented position. Cascadia Community College offers a comprehensive benefit package including tuition fee waiver.

Physical Work Environment:

Must be able to perform physical activities such as but not limit to lifting up to 50 pounds unassisted, bending, standing, push, pull, climbing, walking while engaged in regular duties.

Position in this class typically also require: keyboarding, talking, hearing, seeing, and repetitive motions. Work is performed at the Cascadia Community College campus and in a variety of local settings.

Condition of Employment:

Cascadia Community College maintains a drug free work and learning environment and prohibits smoking in all college buildings and state-owned vehicles. Cascadia Community College employees must be able to successfully work in and promote a multicultural and diverse work and educational environment.

As a condition of continued employment you must become a member of the WPEA classified union or pay a representation fee or non-association fee.

NOTE:

The above position description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.