Vacancy Announcement
IT Technician 2 #481B

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 Technician 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 benefit package.

The successful applicant will have the following qualifications:

Minimum Qualifications:
- AA or two years’ experience in a desktop support position
- One year of experience in a customer service position
- One year installing, maintaining and supporting PC hardware, software and peripherals
- Proficiency with Windows 7 (or newer) operating systems and Microsoft Office
- Demonstrated strong telephone, email and interpersonal communication skills
- Demonstrated commitment to pluralism and the ability to support a diverse workplace and educational environment

Preferred Qualification(s):
- CompTIA A+ Certification
- Experience in a tier 1 or 2 technical support position
- Experience supporting Media and AV equipment
- Experience supporting Apple computers and software
- Experience supporting technology in higher education

Applicants must submit the following for a complete application:
- Cascadia Community College application form (click here)
- Cover letter (no more than two pages that explains 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 March 4, 2013 by Noon.

Application submissions should be sent to applicant@cascadia.edu. Please type in the subject line of your email “IT2”.

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 Technician 2 #481B

Full or Part-Time: Full-time  
Salary: Maximum Salary $2,789.00 – 3,135.00  
Maximum Salary $3,631.00  
FLSA Status: Overtime Eligible  
Supervising Position: Information Technician Specialist 3  
Duration: 12 months annually  
Union Representation: Washington Public Employee’s Assoc.

Position Summary:
The purpose of this position is to provide college students, faculty and staff the technology support services they need to enable their learning and performance of their duties. Under the general direction of the Technology Support Manager, this position provides tier 2 helpdesk support for work orders escalated to the technician queues. This position also provides AV and media support in classrooms and for events on campus. In addition, under the guidance and direction of senior network administrators, it will participate in upgrade and implementation projects.

Essential Duties and Responsibilities:

End User Support
- Complete assigned help desk 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 including but not limited to: Perform routine preventative maintenance on desktops, laptops, AV equipment, and peripherals, Perform desktop and laptop installation moves, adds and changes, Resolve routine printing problems, Order equipment and supplies as dictated by routine operational requirements  
- Conduct user training as needed for both computer and telephony services  
- Document processes and procedures for end users and internal stakeholders  

Operational duties
- 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  
- Document all changes and new services implemented as a part of this function for end users as well as co-workers  

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

Frequency
Daily 60%, Monthly 20%
Education and Experience:

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Required Knowledge, Skills and Abilities:

Knowledge, Skills, and Abilities:

Knowledge and Technical Skills (Minimum Competencies)
- Demonstrated experience maintaining and supporting, Windows Operating Systems and Microsoft Office
- Demonstrated experience installing, maintaining and supporting PC hardware, software, and peripherals
- Demonstrated customer service skills

Job Developed Skills (Advanced Competencies)
- Basic knowledge of AD, TCP/IP, DNS, DHCP, and WINS
- Knowledge and experience with desktop image deployment tools such as Altiris
- Knowledge of Media and AV equipment
- Knowledge of Apple hardware and software
- Use of Print Manager software

Experience in desktop support in a higher education setting

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; shift will include evening responsibilities and some weekend assignments. The position is allocated to pay Range 42 under the Higher Education Salary Schedule. Initial salary placement is between the ranges of $2,789.00 - $3,135.00 per month. This is a represented position.

Because of the financial challenges the State of Washington has been facing, all Classified Employees will take a one year 3% cut on salaries effective July 1, 2012 through June 30, 2013. The above salary does not include the 3% temporary salary reduction.

Following a successful probationary/trial service period, employees attain permanent status. Cascadia Community College offers a comprehensive benefit package including tuition fee waiver.

Physical Work Environment:

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

Exerting between 10-30 pounds of force occasionally and/or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects, including the human body.

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.