Vacancy Announcement
IT Technician 2 #481B

Cascadia 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 benefits.

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 verbal, written and interpersonal communication skills

Preferred Qualification(s):
- Technical certifications (i.e. CompTIA A+, MCDST, MCP)
- 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
- Demonstrated commitment to pluralism and the ability to support a diverse workplace and educational environment

Applicants must submit the following for a complete application:
- Cascadia College application form (please click the link)
- 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 Friday, January 23, 2015 by Noon.

Application submissions should be sent to applicant@cascadia.edu. Please type in the subject line of your email “ITT2”. Faxed, mailed, and delivered applications to Human Resources will not be accepted. Application materials become the property of Cascadia 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 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
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 Information Services department SLAs by analyzing and resolving software and hardware problems independently or with the assistance of the IS Team and vendor resources including but not limited to:
  - Perform routine preventative maintenance on desktops, laptops, tablets, AV equipment, and peripherals.
  - Perform routine maintenance on software applications (upgrades and updates) for both Windows and Mac platforms.
  - Perform desktop and laptop installation moves, adds and changes.
  - Perform software application installations, adds and changes including necessary testing and licensing verification for compatibility and compliance within the College’s existing systems for both Windows and Mac platforms.
  - Resolve routine printing problems including coordinating with the College’s multifunction device provider(s) to address services relating to network printing.
  - Research, recommend and order equipment, software and supplies as dictated by routine operational requirements.
  - Set up and operate Audio Visual equipment as needed to support classrooms and events, coordinate with event managers as appropriate.
  - Provide guidance to faculty/staff who are attempting to access College systems using personally owned devices including personal computers, laptops, tablets and smartphones within the guidelines of WA state and College policies.
- Conduct user training as needed for both computer and telephony services.
- Document processes and procedures for end users and internal stakeholders.

Operational duties

- Create, test and deploy desktop images on both Mac and Windows platforms
- Ensure that all applications are appropriately licensed and controlled in accordance with licensing rights and maintain licensing records.
- Maintain technical inventory and equipment surplus in accordance with established policies.
- Document all changes and new services implemented as a part of this function for end users as well as co-workers.
- Attend regular team meetings and provide insight and support in addressing issues related to end-user support and IS operational processes.

Other Duties

Perform other duties as assigned to support the IT Team in achieving its service objectives
Education and Experience:

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.

Required Knowledge, Skills and Abilities:

Knowledge, Skills, and Abilities:

Knowledge and Technical Skills
- 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
- Basic knowledge of Active Directory, 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
- Knowledge of Cascadia's unique in-house developed applications, systems and operational processes.
- Experience in desktop support in a higher education setting

Traits and Characteristics
- 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.

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

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

Semi-Sedentary Work: 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 College maintains a drug free work and learning environment and prohibits smoking in all college buildings and state-owned vehicles. Cascadia 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.

_________________________  ________________________
Employee                                      Date

_________________________  ________________________
Supervisor                                     Date