

Fort Berthold Community College Position Announcement

Job Title:	Network/Computer Technician	Department:	Technology
Worksite:	FBCC Campus – New Town, ND	Supervisor:	Technology Director
Salary:	Dependent on Qualifications	Hours:	40 per week
Classification:	Non-Exempt Position	Closing:	Open Until Filled
Opening:	Immediately		

Position Summary:

This position is the first point of contact for students, staff and faculty seeking technical assistance for campus technology issues. Candidate will work closely with other Technology Department staff responsible for infrastructure support in the areas of servers, hardware, PC operating systems, database technologies, and application implementation of a large-scale, distributed computing environment.

Responsibilities:

Primary responsibility is to be present and visible at the Technology Department Help Desk and available to users requiring technical assistance. To answer, evaluate and prioritize incoming support service requests and work order resolution via phone, remote desktop connection, and/or visits to user locations such as; offices, classrooms, computer labs and remote sites. Accurately log daily work orders. Install, configure and upgrade operating systems and software; Install, assemble and configure computers, monitors, network infrastructure and peripherals such as printers, scanners and related hardware; pulls cables and rewires or directs the rewiring of cables as required for new installations and office reconfiguration. Assist with distance education support (video conference & online course management technologies) and various other educational technologies. Provide audio video/media equipment support and faculty check-out. Other duties as assigned by supervisor.

Requirements:

Applicant must have knowledge of:

- Working knowledge of current Microsoft Operating Systems and Office Suite.
- Basic knowledge of TCP/IP networking, LAN/WAN technologies and software tools for performance monitoring and troubleshooting. Networking elements such as; routers, switches, hubs, wireless access.

Preferred knowledge of:

- Microsoft Exchange and Active Directory. Cisco Switches and Networking tools, SonicWall Firewall administration, Backup Exec, Jenzabar EX, Database Reporting tools such as; Crystal Reports, Report Builder or Infomaker, Blackboard Learning System, Microsoft Office SharePoint Server 2007, and Great Plains Financial software.

Qualifications:

Two-year college degree preferred in a computer related field or equivalent A+ or CCNA certification. 3+ years of full-time relevant work experience. Strong communication skills, team player who routinely participates in knowledge exchange with his/her technical peers, as well as positive attitude are essential. Must possess the ability to handle multiple projects with limited supervision and work in a small team environment. Excellent Customer Service skills. Must be able to do occasional lifting of 60 lbs.

Application Procedures:

For further information about the position it is available from the President's Administrative Assistant at (701) 627-4738, ext. 290. or log onto <http://www.fbcc.bia.edu> Interested applicants must submit a complete application. A complete application consists of a FBCC application form, cover letter, resume, and copies of transcripts and three letters of recommendation. Applications must be complete to be considered. Preference will be given to Indian applicants and Veterans but must be documented with proper forms in application. Applications can be mailed attention to:

Office of the President
Fort Berthold Community College
P. O. Box 490
New Town, ND 58763