



Title: <b><i>Service Desk Technician</i></b>	Department: <b><i>Information Technology Services (ITS)</i></b>
Employee Group: <b><i>Support Staff</i></b>	Employee Classification (if applicable): <b><i>Support I</i></b>
Immediate Supervisor: <b><i>Director of Information Technology</i></b>	Supervises: <b><i>N/A</i></b>
Hours: <b><i>25</i></b>	EX/NE: <b><i>Non-Exempt</i></b>

**General Description:** This position is charged with providing Tier 1\* support for the ITS Service Desk. It assists with general instructional software and hardware needs for staff and students.

**\*Tier 1-** Basic service desk resolution and delivery. Lower-level technical skills, trained to solve known problems and fulfill service requests by following scripts or defined processes.

**Position Duties/Functions:**

1. Support users through the ITS Service Desk.
2. Tier 1 support for college software and hardware.
3. Assist with campus events and rentals.
4. Evening and weekend hours may be required.
5. Other duties as assigned

**Required Qualifications:**

1. High School diploma or GED equivalent required.
2. General knowledge of computer operating systems.
3. Good written and verbal communication and customer service skills.
4. Willingness to learn and take on new and unfamiliar challenges.
5. Works well with others.
6. General knowledge of Microsoft Windows and Office.
7. Basic knowledge of computer repair.
8. Work in a fast-paced environment.
9. Maintain confidentiality.
10. Ability to drive between college campuses and other remote learning locations.
11. Ability to lift 35 lbs.

<b>REMUNERATION:</b>	<b>Per contract agreement, Support 1, Step 1-4 \$14.83 - \$16.13 (determined by experience)</b>
<b>APPLICATION DEADLINE:</b>	<b>OPEN UNTIL FILLED</b>
<b>START DATE:</b>	<b>ASAP</b>
<b>METHOD OF APPLICATION:</b>	<b>On-line application at <a href="http://www.montcalm.edu/employment">www.montcalm.edu/employment</a>. Attach your cover letter, detailed resume, transcripts (if applicable) and three reference letters.</b>

**BENEFITS:**

Dental and Vision coverage. Long-term disability, Group Term life insurance, vacation, and sick leave. Tuition free study (some limitations) for self and dependents age 25 and under.

*It is the policy and practice of Montcalm Community College to provide equal educational and employment opportunities regardless of race, sex, pregnancy, color, religion, national origin or ancestry, age, marital status, height, weight, disability or veteran status, or genetics in all programs, activities, services, employment, and advancement including admissions to, access to, treatment in, or compensation in employment as required by state and federal law. In addition, no person, on the basis of sexual orientation, gender identity, or gender expression shall be discriminated against in educational programs, activities, or admissions. Arrangements can be made to ensure that the lack of English-language skills is not a barrier to admission or participation.*