

**Position:** Campus IT Support Specialist  
**Reports to:** Dean of Information Technology & Information Security  
**Terms:** Full-time, 12-month  
**Salary:** On scale, Determined by credentials and experience  
**Starting Date:** As soon as possible, Position open until filled

**Position Summary:**

On the job technical training provided. Provides assistance on college computer systems. Must be proficient in English with excellent communication skills to communicate effectively, understand the problem, and explain its solution. Must also be customer-oriented and patient to deal with diverse individuals and concerns.

**Responsibilities:**

- Assists users seeking technical assistance over the phone or by email
- Perform troubleshooting through diagnostic techniques
- Determine the best solution based on the issue and details provided
- Direct unresolved issues to the next level of support personnel
- Provide accurate information on IT products or services
- Maintain support ticket records to log issues and solutions
- Update internal team with pertinent information regarding issues
- Identify and suggest possible improvements to procedures
- Print management and Printer support
- Campus-wide computer system support and maintenance
- Employee\Student WTC account support
- Wireless Support
- Installation of software
- Hardware quotes
- Security Camera Support
- Minor Phone support
- Offsite support
- Workplace attendance is essential for job function
- Ability to work full time is essential
- Required to be collegial, respectful, and professional with faculty, staff, and students at all times
- Other duties as assigned

**Education Requirements:**

- High school degree required.
- Associate degree preferred.
- On the job technical training provided.

**Physical Requirements:**

Occasionally ascends/descends a ladder during the installation of equipment. Will need to position self to maintain computers under desks, tables, and in the server room. Must have finger and hand dexterity necessary to service computers and peripherals on a daily basis. Frequently move equipment weighing up to 25 pounds across campus for various needs with the aid of rolling carts.



**To apply, please submit via email only:**

- A current resume/CV
- A WTC [Application](#) (Please do not note “see resume”)
- A cover letter – not to exceed 2 pages, that includes a description of how the applicant meets the listed qualifications. The applicant may also include other applicable professional experience.

Review of applications will begin immediately and continue until the position has been filled.

**Please email documents to [jobs@wtc.edu](mailto:jobs@wtc.edu)**

*Western Texas College will not discriminate, nor tolerate discrimination in employment or education, against any applicant, employee, or student based on age, race, color, religion, disability, national origin, sex, sexual orientation, or gender identity in its programs or activities.*

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