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Classified

Opening

IT SUPPORT TECHNICIAN

Classified Classification

College of Eastern Idaho

Open for Recruitment: Open until filled. First application review will be the week of April 30, 2018 – interested candidates are encouraged to apply *as soon as possible*.

Salary Range: \$16.00 - \$20.00hr + Plus competitive Benefits

Location(s): Idaho Falls

SPECIAL NOTIFICATION: This position is exempt from classified state service and the rules of the Division of Human Resources and the Idaho Personnel Commission.

GENERAL STATEMENT OF FUNCTION:

To provide on-going support to clients regarding the efficient operation and use of computerized client information systems and resources; perform related work. At this level, incumbents are able to independently research and resolve the majority of client requests for assistance and refer only the most complex problems to vendors or more senior technical staff. This level is characterized by competency in personal computer use (stand-alone PC or network environments), an in-depth knowledge of multiple commercial software packages, and a thorough understanding of computing technology (hardware and platforms).

RESPONSIBILITIES:

May include but is not limited to: Installs, tests, troubleshoots, and maintains hardware and software products; implements and monitors PC standards and procedures; facilitates backup and recovery; develops and updates user guides and technical documentation; identifies, evaluates, and may correct hardware, software, and operational problems; maintains service logs; coordinates hardware and software updates from vendors; provides technical guidance and one-to-one training to end-users and technical staff; monitors problem/change activities and coordinates the involvement of staff, clients, and vendors to ensure effective implementation of new or enhanced systems and resolution of user problems; maintains on-line or manual trouble logs and resolves client requests. May monitor maintenance agreements, warranties, and site licenses.

MINIMUM QUALIFICATIONS OR REQUIREMENTS:

- Some knowledge of: personal computer trends, capabilities, and terminology; computer hardware and software installation.
- Experience: identifying and resolving computer and system problems including compatibility conflicts, application operations, and hardware malfunctions; supporting users in the use of two or more commonly used applications software to support users. Strong customer-service experience with outstanding interpersonal skills required.

- Applicants with two or more years of experience in IT structured working environment or an Associate degree or higher in IT related field is preferred.

Examination:

The examination is a rating of your education and experience. Enter your responses to the questions in the spaces provided in the examination. **You must have the minimum level of experience or education described for each question addressing minimum requirements to qualify for this position.** Scoring will be based on the information you provide. A minimum rating of 70 is needed to pass this examination. Notification of your test results will be available online when the review process is complete.

HOW TO APPLY:

Click on State of Idaho Job Postings located on the CEI website under HR/Careers.

For additional questions contact: **Human Resources at (208) 535-5495** or by email at hr@cei.edu

AA/EOE/ADA

Hiring is done without regard to race, color, religion, national origin, sex, age or disability. In addition, preference may be given to veterans who qualify under state and federal laws and regulations. If you need special accommodations to satisfy testing requirements, please contact the Division of Human Resources.