Job Posting

Information Technology Technician (Cisco Campus)

Date Posted: November 9, 2021
Ending Date: Until Filled

Cisco College is accepting resume packages for the position of full-time Information Technology Technician. The Information Technology Technician assists faculty, staff, and students at both locations (Cisco and Abilene) with network systems, telephony, hardware, software and user support. An applicant must have experience with PC/LAN technology, must be able to work a flexible schedule, have knowledge of both PC and Mac platforms, and have some experience working with various databases. An applicant must have the ability to work independently and contribute in a team environment.

Preferred requirements include an Associate’s Degree in a technology-related field, some experience working with educational management software, and hold or obtain certifications that relate to technology support. The IT Technician is a full-time, 12-month position with excellent benefits and will be based at Cisco College in Cisco, Texas.

CISCO COLLEGE offers a generous benefits package, including comprehensive medical, dental, and vision insurance. For the medical benefit alone, member-only coverage along with $5,000 of basic term life insurance is provided at no cost to the employee. Additional coverages can be selected by the employee and payment made through payroll deduction.

The benefits of working in higher education include multiple days off around the holidays and the ability to plan well for your family and future. Cisco College offers retirement savings such as Teacher Retirement System or Option Retirement Plan – for qualified positions. Twelve-month employees also receive both sick and vacation leave on a month-to-month basis.

Resume packages will be accepted until the position is filled and will be accepted via email, fax, USPS, but email is preferred.
Please submit a complete application packet:

- Cover letter
- Completed and signed Cisco College Application (available on the Employment Page of our website under “Forms)
- Resume
- Unofficial copy of transcript
- Any copies of certifications

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Cisco College is an Equal Opportunity Employer

Please ensure all required documents are included with your submission. Incomplete packages will be returned unprocessed.
Cisco College
Job Description

Job Title: Information Technology Technician
Position: Professional I
Reports to: Executive Director of Information Technology

Job Summary

The Information Technology (IT) Technician is responsible for assisting all internal faculty and staff at two locations with system, telephonic and web support.

It is expected that the IT Technician will accomplish assigned duties in an efficient, effective and competent manner, and will strive for improvement and excellence in all work performed. Additionally, this individual must demonstrate a commitment to the comprehensive role of the community college as described in the Cisco College mission statement. The IT Technician must cooperate and work harmoniously with college personnel and the public, and must follow all college policies, rules, regulations and guidelines as they relate to this position.

Primary Duties

1. Assists in backup of servers and all critical data.
2. Maintains Anti-Virus updates and installs.
3. Updates server software and hardware including:
   a. Windows security updates
   b. Software upgrades
   c. Software bug fixes
   d. Driver updates
   e. Service packs
   f. Replacement of failed hardware as necessary
4. Analyzes IT help desk work orders and assists where necessary.
5. Manages the implementation of enterprise data networks (WAN, LAN, WLAN, and Internet).
6. Maintains telephone system – (General Administration, Setup, move, changes, deletes)
7. Troubleshoots critical data network problems.
8. Ensures that on-line learning systems and ITV products maintain a high level of availability.
9. Monitors and analyzes applications’ data network traffic to characterize performance and predict impacts due to network changes.
10. Recommends and implements network architecture/protocol changes that improve application performance while optimizing network cost.
11. Evaluates and documents emerging network technologies to establish future directions.
12. Recommends tools and develops procedures to monitor, analyze and baseline data networks’ performance as well as applications’.
13. Provides on-call support on a rotational basis.
14. Maintains inventory of hardware and software.
15. Coordinate Work Study employees for area of responsibility.
16. Performs other duties as assigned.

**Minimum Qualifications**

1. Experience as a PC/LAN technician
2. Ability to work with others as a team
3. Ability to work with faculty, staff and students
4. Ability to work a flexible schedule
5. Knowledge of browser compatibility issues for all platforms
6. Some experience working with a database

*For candidates who do not meet the minimum qualifications, a combination of education and experience providing comparable knowledge and abilities will be considered.*

**Preferred Qualifications**

1. Some experience working with educational management software
2. Associate’s degree
3. A+, MCP, MCSA, MCSE, Certifications