Job Posting

Information Technology Technician (Abilene Campus)

Date Posted: November 22, 2021
Ending Date: Until Filled
Hours: Part-time: Monday through Thursday, 4:00 pm- 8:00 pm

Cisco College is accepting applications for the position of part-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. Note: Cisco support is achieved through phone & Internet support. No travel is necessary between campuses. An applicant must have knowledge of both PC and Mac platforms, be able to work a flexible schedule, and have some experience working with IT user support. An applicant must have the ability to work independently, assist faculty during evening classes, and contribute in a team environment.

Preferred requirements include, or working towards a degree/certification program 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 part-time, flexible position with an excellent schedule built around a college semester.

The benefits include multiple days off during scheduled holidays and the ability to plan well for your family and future. Applications will be received until the position is filled and will be accepted via email or USPS, but email is preferred.

Resume packages should be submitted to:
Laurie Kincannon
Director of Human Resources
Cisco College
101 College Heights
Cisco, Texas 76437
Office: 254-442-5121
Email: humanresources@cisco.edu

Cisco College is an Equal Opportunity Employer
Job Description

Job Title: Information Technology Technician (Part-time Abilene)
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