

JOB ANNOUNCEMENT

Computer and Networking Maintenance Technician

OPENING DATE: May 18, 2016
REVIEW DATE: June 1, 2016
CLOSING DATE: Open until Filled
START DATE: ASAP or 2 weeks after acceptance
LOCATION: NWIC Main Campus
SALARY: \$34,000 Max DOE

The salary placement upon hire will be based on the selected candidate's education and relevant work experience as outlined in the job announcement and the established salary schedule for the classification of position to be filled.

Northwest Indian College hiring practices include adherence to the Indian Preference Act (Title 25, U. S. Code, Section 473). NWIC supports and provides equal opportunity employment and educational opportunities without regard to race, color, religion, national origin, sex (including pregnancy), disability, age, veteran status, sexual orientation, gender identity or expression, marital status or genetic information.

SCOPE OF WORK

Under general supervision, the Computer and Networking Maintenance Technician installs, maintains, troubleshoots and upgrades computer hardware, software, network components, peripheral equipment; assesses user training needs and trains users in effective use of applications; assists in maintaining and administering the local area network; prepares documentation and provides user assistance to college staff; and performs related work as required.

This is a technical position responsible for performing a wide variety of administrative and technical support. The work involves frequent contact with others and coordination of multiple and concurrent activities.

DUTIES & RESPONSIBILITIES

1. Installs, configures and upgrades operating systems and software, including standard business and administrative packages; may modify specific applications for use in operational departments;
2. Installs, assembles and configures computers, monitors, network infrastructure and peripherals such as printers, scanners, and related hardware;
3. Installs, assembles and configures telecommunications, and peripherals such as hands free and related hardware;
4. Troubleshoots problems with computer systems, including troubleshooting hardware and software, email, network and peripheral equipment problems; makes repairs and corrections where required;
5. Acts as a technical resource in assisting users to resolve problems with equipment and data; reports to a centralized help desk to facilitate exchange of information and advice; implements solutions or notifies outsource providers as required;
6. Replaces hardware and software acquisition purchases including helping Helpdesk assess needs and providing justification for equipment and services;

7. Assists in instructing NWIC staff in the use of standard business and administrative software, including word processing, spreadsheets and database management; provides instruction or written documentation where required;
8. Work with and maintain confidential and sensitive information;
9. Assists with the planning, design, research and acquisition of new or upgraded hardware and software systems; maintains current knowledge of hardware, software, and network technology and recommends modifications as necessary; and
10. Performs other duties of a similar nature or level;
11. Occasionally travel to perform these duties at NWIC extended sites throughout Washington and Idaho;
12. Will occasionally be required to work some evenings and weekends.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS REQUIRED to perform this position successfully:

- Equivalent to completion of two years of college-level coursework in computer science, information technology or a related field, and
 - Two years of general computer installation, maintenance and repair experience;
- OR**
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job as listed below;
 - Demonstrated knowledge of TCP/IP, Ethernet networking environment; and demonstrated ability to interact well with co-workers and supervisors;
 - Deal tactfully and courteously with others in answering questions, training users, and providing customer assistance with computer operations.

Other Qualifications:

- Must have a current driver's license and a driving abstract that meets employer qualifications for insurability.

Language Skills:

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills:

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

- To perform this job successfully, an individual should have a demonstrated knowledge of Microsoft Windows operating systems, in addition to a working knowledge of Microsoft Excel Spreadsheet and Microsoft Word Processing software.

Other Skills and Abilities:

- Must exercise absolute confidentiality
- Avoid conflict of interest and the appearance of impropriety
- Must have and maintain a clean criminal history
- Familiarity with Linux operating system and interoperability in a Windows network
- Knowledge of computer and network security
- Experience working in a multi-cultural, educational environment
- Experience working in Native communities is preferred

APPLICATION PROCESS

Interested individuals should submit the following application materials directly to the NWIC Human Resources Office only.

1. Cover letter addressing how you meet the position qualifications
2. NWIC Application
3. Equal Employment Opportunity (EEO) form
4. Current and complete professional resume
5. Copies of colleges transcripts (*official copy requested at time of hire*)
6. Three **letters** of recommendation from persons, who not members of your immediate family, who have firsthand knowledge of your qualifications for the position
7. If applicable to the position, provide copies of certificates/licenses/credentials

The job announcement and application forms are available online at www.nwic.edu/jobs or may be requested from and submitted directly to:

Northwest Indian College
Human Resources
2522 Kwina Road
Bellingham, WA 98226-9278
Telephone/Fax: (360) 392-4230
Email: employment@nwic.edu