



Martin Community College

Office of Human Resource

1161 Kehukee Park Road

Williamston, NC 27892

humanresources@martincc.edu

www.martincc.edu/jobs

An Equal Opportunity Employer

Martin Community College does not discriminate on the basis of race, color, religion, national origin, sex, age or disability. It is the College's intention that all qualified applicants be given equal opportunity and that selection decisions be based on job-related factors.

Position Vacancy Announcement: IT Support Technician (PT – 20hrs)

Position:	IT Support Technician (PT – 20hrs)
Job Summary:	<p>The IT Support Technician supports college employees, students, and visitors in person, over the phone, via instant messaging, and via email in resolving their information-technology issues. Technical support includes troubleshooting login issues, troubleshooting IT services issues, troubleshooting IT hardware issues, and elevating IT issues to other IT staff.</p> <ul style="list-style-type: none"> • Preference will be given to 2nd year MCC students currently enrolled in the IT program • 20-25 hours per week (Monday – Thursday), early afternoon up to 8pm
Qualifications:	<p>Required:</p> <ul style="list-style-type: none"> • High-school diploma or equivalent <p>Preferred:</p> <ul style="list-style-type: none"> • Associates degree in Information Technology, Computer Programming, or related field • Six (6) months of technical support or call-center experience
Essential Job Functions:	<ul style="list-style-type: none"> • Communicate with employees, students, and visitors using technical tools, including instant-messaging programs and email • Verbally communicate with employees, students, and visitors • Instruct users to properly login to college-managed IT services and devices, such as email • Verify the identity of users, as appropriate • Reset user-account passwords, as appropriate • Remotely login to college-managed IT devices to diagnose and troubleshoot common IT problems • Research and identify solutions to common IT problems • Document all requests from employees by creating tickets in the IT support system • Elevate requests to other IT staff, as appropriate, by creating tickets in the IT support system • Promptly communicate systems status, project status, and incidents to the Director of Information Technology
Anticipated Hiring Range:	\$10-15/hour, depending on experience
Additional Information:	NONE
Benefits:	NONE
FLSA Status:	Non-Exempt (Hourly)
Application Deadline:	Start Date: Mid-Late January Applications accepted until January 5, 2021

SUBMISSION OF APPLICATION:

Applicants interested in applying for the above position should submit:

- Completed and signed Martin Community College application (www.martincc.edu/jobs)
- Copy of college transcripts (originals will be required if offer of employment is extended)
- Resume and cover letter (not accepted in lieu of application)

Application materials may be submitted via email to: humanresources@martincc.edu with position title in the subject line OR mailed to: Martin Community College, Attn: Office of Human Resources 1161 Kehukee Park Road Williamston, NC 27892