

COLLEGE OF MENOMINEE NATION

Job Title: Technical Support Specialist
Reports to: IT Director
Location: College Of Menominee Nation
Keshena & Green Bay Onieda Campuses

First Posting*
Status: Part Time (Hours TBD)
Closing Date: Open Until Filled

Position Summary

The Technical Support Specialist is responsible for support of College of Menominee Nation's instructional technology resources including computer labs, wireless laptop carts, ITV classrooms, multi-media technology carts, PCs, MACs, end users, and network peripherals such as printers, fax machines, copy machines, print accounting system and telephones at all campus locations. Tasks include troubleshooting, responding to technical problems, and performing maintenance, upgrades and configurations on campus technology.

Essential Functions

- Provide primary technology support for students, staff and faculty with IT needs at all times.
- Support all classes, special courses and events outside the normal work schedules.
- Maintain and manage computer labs, wireless laptop carts and multimedia instructional technology setups and perform regular preventative maintenance.
- Maintain, upgrade and install or reinstall, maintenance of all computer related equipment/hardware and software.
- Perform diagnostic tests for hardware and software to identify problems.
- Install network cabling and properly terminate connection points.
- Maintain accurate records of departmental equipment inventory.
- Maintain and provide quotes, order technology equipment and supplies.
- Provide the IT Director information of work activities, problems, and accomplishments with a monthly written report.
- Perform other duties assigned by supervisor.

Qualifications

- Possess a minimum of an Associate's Degree in Microcomputers, computer science or related field with 2 years technical service/hardware support experience.
- Have experience and a good working knowledge of Windows 7, PCs & MACS, Microsoft Office applications, printers, networks, operating systems, software, scanners, and other peripheral devices.
- Familiarity with Windows domain connected PCs.
- Be able to stand, lift, climb, and carry heavy objects up to 50 pounds.
- Possess excellent oral and written communication skills.
- Have reliable transportation, a valid Wisconsin driver's license, motor vehicle liability insurance and must be eligible for the MITW drivers list and must maintain that eligibility.
- Must have a good work history.
- Must be able to work a flexible schedule including days, nights and occasional weekends.
- Must be able to work independently and have strong customer service skills.

Physical Demands & Work Environment

- Physical demands are classified as heavy- lifting no more than 100 pounds at a time with frequent lifting or carrying of objects weighing up to 50 pounds.

Work Environment

- Exposure to office/classroom environment
- Exposure to shop or maintenance environment

Tools & Equipment Used

- Basic hardware tools and networking tools

APPLICATION PROCESS

A complete application includes:

- Letter of interest
- Completed CMN application form (available under job opportunities at www.menominee.edu)
- Current resume
- Copy of all college level transcripts (official transcripts required if hired)
- Three professional letters of reference
- Copy of valid Wisconsin driver license (candidate must be eligible for and maintain eligibility for Menominee Indian Tribe of Wisconsin Driver List)
- If applicable, please provide:
 - ✓ Proof of Tribal enrollment status
 - ✓ Proof of Menominee language skills
 - ✓ Proof of honorable or general military discharge paperwork
 - ✓ Proof of any position-related training or certifications

NOTE: It is not the responsibility of CMN to notify you of missing pieces. Incomplete application packets will not be considered.

Send completed application materials to the following:

College of Menominee Nation
Human Resources
PO Box 1179
Keshena, WI 54135

Posting closes at 4 PM on May 24, 2017

**Pre-employment drug testing is part of the hiring process.
EOE/MITW 82-10**