STAFF VACANCY ANNOUNCEMENT

Systems Support Specialist - Computer Support Spec II

Department: Information Technology Services
Position: Full-time, benefit package
Wage: $15.848 per hour
Union Affiliation: Montana Public Employees Association
Posting Date: October 2015

Description

The Desktop & System Support Specialist performs and coordinates desktop support services across the UMW campus. The position involves maintaining the application environments on faculty and staff desktop computers (a mixture of Microsoft and Apple), managing the campus’ ITS Help Services including student staff, and assisting with basic functionality of the campus server environment.

This position supports core desktop software applications such as Microsoft Windows, Microsoft Office Suite, e-mail clients, anti-virus software, and unique departmental software. In addition, this position maintains campus workstation hardware falling under the supported desktop equipment policy. Other responsibilities include managing ITS Help Services including the tracking of jobs, assigning of student technicians to jobs, training student technicians, and evaluating student technician performance.

Qualifications

- A technical degree in Information Technology or Information Systems, three to five years related experience and/or training, or equivalent combination of education and experience.
- The ability to learn PC-based or Apple-based applications as necessary.
- May assist with desktop security issues by troubleshooting, cleaning, or repairing compromised desktop systems. An understanding of wireless and wired network configuration.
- The ability to install, configure, upgrade, deliver, and setup computer hardware, software and peripheral devices.
- A good understanding of current Microsoft application environment, including Windows, Office, and Access. Experience with Office 365 preferred.
- An understanding of Active Directory, Moodle, Banner and Outlook web mail preferred.
- The ability to work well with people of varying levels of technical expertise.
- The ability to work as a team member.
Application

To be considered for this position, please submit a cover letter stating reasons for your interest in the position and addressing the desired qualifications, and a resume listing educational background and employment. Include three professional references and a completed State of Montana Government Job Application (available at http://wsd.dli.mt.gov/service/app.asp or through Montana Job Service) to:

Heidi Eavenson  
The University of Montana Western  
710 South Atlantic Street  
Dillon, MT 59725

Please send electronic copies (limit to six PDF pages) to: heidi.eavenson@umwestern.edu

For additional information, call (406) 683-7776.

Review of applications will begin immediately and continue until the position is filled.

The University & Dillon Area

The University of Montana Western, located in Dillon, Mont., is an innovative institution nestled in a scenic valley in the Rocky Mountains of southwestern Montana. The campus Full-Time Equivalent (FTE) for student enrollment is approximately 1,350. Montana Western has over 60 FTE faculty members, features small classes for all students and has been recognized for excellence by U.S. News and World Report. Montana Western’s small size and focus on education innovation have earned it the reputation of being a place where faculty and staff chose to collegially and creatively make a difference in the education of students. Montana Western is the first and only public four-year college in the nation to use block scheduling in which students take a single class at a time. This immersion learning program facilitates increased opportunities for experiential types of learning.

The mission of the University of Montana Western is to achieve academic excellence by sustaining a culture of concentrated experiential education. Montana Western services citizens of all ages with its academic, community service, and lifelong-learning programs. As part of the global community, Montana Western encourages diversity, international awareness, environmental responsibility, and mastery of technology as a gateway to the world.

Dillon, a community of 5,000 people, is known for outstanding public schools, safe environments, recreational opportunities and an excellent quality of life.

The University of Montana Western is an equal opportunity/affirmative action employer and encourages applications from qualified women, minorities, veterans and people with disabilities. Qualified candidates may request veterans, or disabilities preference in accordance with state law. Reasonable accommodations are provided in the hiring process for persons with disabilities. Finalists for this position will be subject to a criminal background investigation.