STAFF VACANCY ANNOUNCEMENT

Computer Support Spec II (Desktop and System Support Specialist)

Department: Information and Telecommunications Services (ITS)
Position: Full-time
Posting Date: July 2013
Wage: $15.537–$18.644 per hour plus full benefit package
Union Affiliation: Montana Public Employees Association

Description

The desktop and system support specialist performs and coordinates desktop support services across the UMW campus. The position maintains application environments on faculty and staff desktop computers (a mixture of Microsoft and Apple); manages campus ITS Help Services including student staff; and assists with basic functionality of the campus server environment.

The 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.

Requirements

Candidates must possess the following:

- A bachelor’s degree in business, information technology, Information systems or a related field.
- The ability to learn PC- 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 configurations.
- 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 is 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 the following: 1) a letter of application stating reasons for interest in the position and addressing the desired qualifications; 2) a resume listing educational background and employment; and 3) names, addresses and telephone numbers of three references to:

Dorothy Seymour, payroll/benefits manager
The University of Montana Western
Business Services
710 S. Atlantic St.
Dillon, Mont. 59725

Please send electronic copies (limit to six PDF pages) or alternatively send hard copies of all application materials to: d_seymour@umwestern.edu.

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

The University and 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 current campus student headcount is 1,447 and the Full-Time Equivalent (FTE) for student enrollment is approximately 1,392. 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 provide innovative interdisciplinary education through experiential learning that combines theory and practice. 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, Vietnam era veterans and people with disabilities. This position is eligible for veteran’s preference in accordance with State law. Finalists for this position will be subject to a criminal background investigation.