



Turtle Mountain Community College

10145 BIA Road 7
P.O Box 340
Belcourt, ND 58316
Phone 701-477-7862
Fax 701-477-7892
www.tm.edu

IT Support Specialist

Position Title: IT Support Specialist
Contract Term: 12 month position
Accountable To: IT Director
Salary: \$34,325 - \$37,267

Summary of Position: The IT Support Specialist will be responsible primarily for the operation of the IT Help Desk and the daily technical performance for users across TMCC's main campus and other sites. Will provide technical support to users via telephone, email, in-person and other electronic means.

JOB CHARACTERISTICS:

Personal Contacts:

This position will work on a regular basis with students, faculty and staff to discuss their technical problems.

Supervision Received:

Supervised by IT Director

Essential Functions:

This position performs day to day support and maintenance of the PCs, Printers and Peripherals. This position works with staff, faculty and students to resolve technical issues.

RESPONSIBILITIES:

- Provides friendly, accurate and dependable support to all users while providing follow-up with users to ensure satisfaction with the services and solution rendered.
- Improves existing programs and systems by reviewing objectives and specifications; evaluating proposed changes, recommending changes, making modifications.
- Assist in maintaining inventory of workstations, peripherals, software licenses and other equipment and supplies.
- Record and track all issues and problems in the Help Desk software system.
- Assist faculty and students to resolve online/hybrid course related technical problems.
- Install and maintain computer hardware and peripherals, OS, application software and A/V equipment.



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- Assist with maintenance of college networks, switches, servers, security cameras and cabling.
- Monitor user incidents through Help Desk software and coordinate with technicians to resolve the issues.
- Develop and maintain work reports.
- Other duties as assigned.

JOB REQUIREMENTS:

Knowledge:

This position requires in depth knowledge of computer hardware, peripherals, Windows OS, application software, A/V equipment and software. Strong communication skills are required.

Skills:

This position requires skills in troubleshooting technical problems in timely manner.

Abilities:

This position requires the ability to learn newer technologies and tools and implement them in the college.

Physical Demands:

Position will occasionally require long periods of sitting and working on the computer and other office paperwork. Lift and move as much as 50 lbs of equipment and supplies short distances.

EDUCATION AND EXPERIENCE:

Minimum Qualifications:

- Associates Degree in IT related field.
- Two years documented work experience in IT.

Preferred Qualifications:

- A+ Certified
- Experience working in a tribal college setting.