TURTLE MOUNTAIN COLLEGE

10145 BIA Rd 7, PO Box 340 Belcourt, ND 58316 | (701) 369-6060 | tm.edu

IT Support Specialist

Position Title: **IT Support Specialist**
Contract Term: **12-month position**
Accountable To: **IT Director**
Salary: **$47,939 - $52,048**

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 TMC'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 address their technical problems.

Supervision Received: Supervised by IT Director.

Essential Functions: This position performs day to day support and maintenance of the PCs, Printers, Peripherals, and Website. 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.
- Assist with maintenance of college networks, switches, servers, security cameras and cabling.
- Update website in coordination with designers and content providers.
- Monitor user incidents through Help Desk software and coordinate with technicians to resolve the issues.
- Develop and maintain work reports.
- Performs other duties as required.

JOB REQUIREMENTS:
Knowledge: This position requires in depth knowledge of computer hardware, peripherals, Windows OS, application software, A/V equipment and software.

Skills: Strong communication skills are required.

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

TURTLE MOUNTAIN COLLEGE

10145 BIA Rd 7, PO Box 340 Belcourt, ND 58316 | (701) 369-6060 | tm.edu

IT Support Specialist

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 is frequently required. Safely climb ladders while carrying 20 lbs. of equipment/supplies, pulling wires/cables in small spaces and pushing carts with equipment are also occasionally required.

REQUIRED QUALIFICATIONS:

- High School Diploma or GED with directly related experience.
- Documented networking experience.

PREFERRED QUALIFICATIONS:

- Associate Degree with directly related experience.
- Bachelor's Degree in a Technical field with related work experience.
- A+ Certified
- Experience working in a tribal college setting.

Revised: 6/20, 9/20, 10/20, 11/20, 11/22, 1/26
Reviewed: 11/26

This institution is an equal opportunity provider.