Employment Opportunity

Help Desk/Support Assistant

CL13-50 - - Information Technology/Nursing Lab
(40% categorically-funded assignment)

Apply by: Tuesday, September 17, 2013

About the position:
The currently advertised 40% categorically-funded classified hourly assignment will provide software, hardware, media/multimedia and telephone support duties for Instructional Technology at Cabrillo College in Aptos.

Examples of Duties: Under general supervision of the Director of Information Technology, in collaboration with the Director of Allied Health and Manager of Technology Services:

- Serves as the point of initial contact; provides assistance in the resolution of user and support issues and provides research and resolution to problems, responds to questions received via telephone calls and electronic mail in a timely manner; forwards requests for telephone services or moves/adds/changes
- Answers, records, and refers requests for assistance to appropriate personnel
- Interviews caller regarding the specific nature of their request, evaluates stated problems, set appropriate priorities within guidelines, communicates effectively, and provides help over the phone, via e-mail and in person
- Assists in the training of faculty and staff and others in the use of specialized equipment, which may include computer hardware, software, scanners, and digital cameras
- Acquires and maintains current knowledge of relevant product offerings and support policies in order to provide technically accurate solutions to computer/telephone/course management system and multimedia users
- Provides for follow up on reported problems
- Attends training sessions; may assist in facilitating training workshops including setting-up, installing, maintaining and servicing equipment, materials and supplies used
- Maintains records of services provided
- Maintains information library of software systems
- Assists in updating reference manuals
- Maintains relevant warranty information on software and hardware
- Participates in team projects that enhance the quality or efficiency of service
- Researches, resolves and responds to complex questions
- Provides support on access to electronic services
- Leads students or other help desk staff, provides technical orientation and day to day guidance in the provision of service
- May coordinate materials, equipment, facilities and supplies for classes, workshops, orientations and meetings; may assist instructors in scoring tests and examinations
- May gather and compile data and prepare reports
- May assist in the transportation, loading and unloading, and installation of computers and related equipment at various college locations
- May coordinate loan program from computer hardware and training resources
- Performs related duties as required or assigned

Minimum Qualifications: Equivalent to high school and one year successful experience involving a variety of computer applications, telephone equipment and/or media/multimedia equipment and demonstrated ability to deal effectively with a wide variety of people both orally and in writing.  Please Note:  Strong skills in one area may substitute for other areas.
Knowledge of:
- Use of standard office equipment including computers
- Basic computer principles and concepts PC and MAC applications, operating systems
- Networking principles
- Leading industry software packages for word processing, database management, spreadsheets, HTML editing, image editing and course management systems
- Hardware technology for MAC and PC operating systems
- Workplace safety issues related to the use of computers
- Standard office practices and procedures
- Telephone techniques and etiquette
- Familiarity with telephone equipment and voice mail
- General knowledge of media/multimedia equipment used in colleges
- Record keeping techniques
- Effective interpersonal and communications skills

Skill in and ability to:
- Operate standard office equipment, including computers and peripheral equipment
- Clearly and effectively present technical information and issues, both orally and in writing, to both technical and non-technical staff
- Read, analyze and interpret technical manuals, procedures and instructions
- Communicate effectively, both orally and in writing, using tact, diplomacy and patience
- Troubleshoot and repair basic systems and application functions and maintain system operations
- Provide for follow up on reported problems
- Prioritize and schedule work
- Train others, over the phone, via e-mail or in person, in the use of computer software and hardware at the level appropriate to this function
- Exercise sound judgment within policy and procedural guidelines
- Understand and follow oral and written directions
- Establish and maintain effective working relationships with those contacted in the course of the work

Other requirements:
- Must be able to safely lift and move boxes and equipment weighing up to 40 pounds and to move heavier equipment with assistance
- Must be able to crawl, bend, stoop, and work in small spaces, and walk and stand for extended periods of time
- Must be willing to work days, evenings, and weekends at various college locations

Desirable:
- Knowledge of simulation lab processes, techniques and software
- Ability to troubleshoot complex camera and sound related equipment issues
- Wireless networking and complex computer operation skills
- Ability to track multiple operations and troubleshoot problems with very little time to adjust for variables

Salary: *$17.77 to $19.59 per hour to start; seven step schedule to $23.81 per hour. Part-time, 40% (16 hours per week) categorically-funded classified hourly assignment, 8 months per year. Monday through Friday, work hours between 7:00 a.m. and 5:00 p.m. to be determined based on program needs, with some weekend hours as required. Classified employees are required to join the California Public Employees’ Retirement System (CalPERS) and as such contribute up to 7% of their monthly salary to CalPERS on a pre-tax basis. Position scheduled to begin as soon as possible, pending funding and Governing Board ratification.

Please Note: This part-time categorically-funded assignment is not eligible for insurance-related benefits.
Cabrillo College reserves the right at its discretion to hire classified employees at a higher starting step placement, up to step three, in acknowledgement of an individual's previous job-related experience or factors as may be determined upon submission of appropriate written documentation.

Each employee hired into a classified position shall contribute to membership dues or service fee or charitable contribution at the current rate of gross salary per month.

**How to Apply:** Application forms may be obtained via the Human Resources web site: [http://www.cabrillo.edu/services/hr/apps.html](http://www.cabrillo.edu/services/hr/apps.html) OR at the office location noted below.

Cabrillo College, Human Resources Department  
6500 Soquel Drive, Aptos, CA 95003  
Phone: (831) 479-6217  
or FAX to: (831) 477-3545

**EACH APPLICANT MUST SUBMIT:**

a) Completed and signed Cabrillo College classified employment application  
b) Resume – job related  
c) One to three recent letters of recommendation which address the candidate’s ability to perform the duties of this position  
d) Criminal History Inquiry Supplemental to Application

**If any of the above materials are not submitted with your application packet, your materials will be deemed incomplete and will not be forwarded to the committee for screening.**

Please notify the Human Resources Department if you require any special accommodation(s) in meeting these requirements.

**Selection Procedure:**

Applications will be reviewed by a search committee, which will determine the applicants to invite for interviews based on appraisal of qualifications as documented by application materials submitted. Performance exam(s) may be administered.

Candidates selected for employment with Cabrillo College must agree to be fingerprinted, provide current tuberculosis test results, provide proof of eligibility for employment in the United States and present a valid Social Security card upon hire.

**Application Deadline:** All application materials MUST be received in the Human Resources Department by: **Tuesday, September 17, 2013.** (Postmarks or e-mail transmittals are not accepted.)

Cabrillo College seeks applications from all qualified individuals. It is the continuing goal of Cabrillo College to hire and retain staff that reflect the rich diversity and cultural heritage of the college district and its student body.