



## Position Announcement

# Technical Support Specialist

**POST:** November 24, 2021

**Application Deadline:** Search will continue until 3:00 PM on December 7, 2021.

**General Information:** J.F. Ingram State Technical College is a postsecondary correctional education institution with centers located in Deatsville (Main Campus), Julia Tutwiler Prison, Draper Institutional Site, Alabama Therapeutic Facility (ATEF), Donaldson Correctional Facility, Bibb Correctional Facility, and the Thomasville Regional Day Reporting Center. Its mission is to provide quality educational services to individuals incarcerated in central Alabama's correctional facilities. The student population served is diverse in age, race, educational, economic, and cultural backgrounds.

**Qualifications:** Bachelor's degree in Computer Information Systems or related IT field; one (1) year of experience supporting a technical helpdesk in resolving hardware, software, and network issues OR, a minimum of two (2) years (96 quarter or 64 semester hours) of postsecondary education from an accredited institution and a minimum of two (2) years of experience supporting a technical helpdesk in resolving hardware, software, and network issues is **required**. Experience working in a correctional environment; experience with managing security camera systems is **preferred**.

**Summary:** This position reports directly to the IT Manager under the umbrella of the Dean of Administration. This is technical work involving operation and support of PC hardware, software, and peripheral equipment. Employees in this position are responsible for coordinating the assignment and processing of work orders and request for service for all College sites by operating computer and peripheral equipment by means of a PC or on-line terminals. Perform PC technician duties while in designated areas. This position will also create and assist in the creation and delivery of training materials for common help desk issues. Work involves the application of initiative and independent judgement. Listed below are the primary responsibilities for this position; however, the IT Manager may assign other professional duties to meet the College's need.

### Essential Functions:

- Performs system (internet, web services, e-mail) checks daily and notify appropriate personnel,
- Responds to user problems; assist in identifying computer software and hardware malfunctions and initiate corrective action to maintain workflow,
- Receiving duties for IT department: properly accounting for the location of incoming goods, assuring not damaged items are received, inventory tracking, and matching shipments with purchase orders,
- Demonstrates computer literacy, such as the ability to utilize current technology to communicate, collect and analyze data,
- Installs and configures various devices and hardware; performs upgrades,
- Administers, operates, troubleshoots, and supports data networks,
- Maintains proper documentation and professional training,
- Trains faculty and staff on the proper care and use of computers, printers, and peripherals,
- Troubleshoots, maintains, and upgrades student and administrative computer workstations,
- Exemplifies attention to detail; ensures efficient and timely completion of projects,

- Assures program compliance with Department of Corrections administrative regulations and protocols relating to telecommunications,
- Develops, implements, and manages security procedures as required to protect the program's networks, systems, and data,
- Travels as needed among various ISTC campuses to evaluate issues; satisfactory driving record required
- Regularly required to stand, reach with hands and arms, use hands to handle or feel objects, tools or controls; stoop, kneel, crouch, or crawl; required to climb or balance.
- Regularly required to maneuver up to 60 pounds; specific vision abilities required; close vision, distance vision, color vision, etc.
- Advises the IT Manager of any areas of concerns,
- Possesses an understanding of and commitment to the philosophy and mission of a community and technical college,
- Possesses a sensitivity and commitment to cultural diversity.
- Complies with any applicable guidelines and policies set forth by the Alabama Community College System (ACCS) Board of Trustees, the Alabama Community College System, and J.F. Ingram State Technical College.

**Salary Range: Salary will be determined by placement on the appropriate Alabama Community College System-approved salary schedule. E2 02 (\$46,838 - \$61,993)**

**NOTE:** All applicants will receive a copy of the approved job description, which will include details of duties and responsibilities.

More than one position in the same job classification may be filled from the applicants for this position should another vacancy occur during the search process.

**Application Procedure:** Application forms are available from the following website: <https://istc.edu/employment/>

**Important Note!** Only completed application packets will be considered. If an application deadline is specified, the College must receive all material before the deadline. If an interview is required, applicants must adhere to the College's interview schedule, travel at their own expense, and willing to complete additional required application material. Interviews may include a prescribed question and answer session and may include a writing assignment, and/or a demonstration of job-related and teaching skills. All application material received will permanently become part of the College's search files and will not be returned to the applicant. A separate application packet must be submitted for each position being applied for. Questions can be sent by email to Andrea Richardson, Coordinator of Human Resources at [andrea.richardson@istc.edu](mailto:andrea.richardson@istc.edu), or call 334-290-3251.

**A complete application packet consists of:**

- A completed institutional application form containing the applicant's signature. (Electronic signatures are not acceptable, however; photocopies of application material are acceptable).
- A **current** resume reflecting all previous work experiences.
- Transcripts for all college coursework taken. Unofficial transcripts will be acceptable for review by the selection committee. However, before any offer of employment, the College must receive official transcripts.

**Mail to:**

J.F Ingram State Technical College  
Human Resources  
Post Office Box 220350

**Hand deliver to:**

J.F. Ingram State Technical College  
Human Resources  
5375 Ingram Road

\*\*All mailed application packets must be mailed to PO BOX 220350 Deatsville, AL 36022, by the specified deadline.

**DO NOT STAPLE ANY ITEMS CONTAINED IN YOUR APPLICATION MATERIAL  
ALL APPLICATION MATERIAL SUBMITTED FOR CONSIDERATION OF EMPLOYMENT MUST BE MAILED  
OR HAND-DELIVERED TO THE COLLEGE AT THE SPECIFIED ADDRESSES LISTED ABOVE AND MUST  
CONTAIN ORIGINAL SIGNATURES, NO E-EMAILED OR FAXED APPLICATION MATERIAL WILL BE  
ACCEPTED.**

**Other Information:** J.F. Ingram State Technical College reserves the right not to fill this position should it be determined that the best interests of the College would be so served. I understand that any offer of employment is contingent upon a satisfactory criminal background investigation. I understand that in the event a conviction for a felony or any crime involving moral turpitude is found that the procedures set out in the guidelines for ACCS Board Policy 632.01 will be followed. I further understand that I may be responsible for the cost of a said criminal background check. In compliance with the Beason-Hammon Act (Immigration Act), E-Verify has to be completed within three days of hire, and the determination will provide the basis for continued employment or other actions as stipulated by the E-Verify system.

***J.F. Ingram State Technical College is an equal opportunity employer. It is the official policy of the Alabama Community College System, including postsecondary institutions under the control of the ACCS Board of Trustees, that no person shall, on the grounds of race, color, handicap, gender, religion, creed national origin, or age, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program activity, or employment. J.F. Ingram State Technical College will make reasonable accommodations for qualified disabled applicants or employees. The College reserves the right to withdraw this job announcement at any time prior to the awarding.***