



Position: Computer Support Technician (full-time, limited term)

Position Summary: Work under the supervision of the Manager of User Services for setup, configuration and maintenance of desktops, laptops/tablets, printers and any equipment directly attached to these devices.

Responsibilities/Expectations/Accountability/Duties: The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Utilize service desk processes and procedures to facilitate communication to users and timely resolution of technical issues.
- Set up equipment for classroom, public areas and employee use, ensuring proper installation of equipment, operating systems and appropriate software.
- Install and perform minor repairs to hardware, software and peripheral equipment following design or installation specifications.
- Must follow proper escalation processes for major hardware and software problems.
- Perform additional functions incidental to computer support activities.
- Demonstrate commitment to customer service standards.
- Relate successfully with students and staff of diverse cultural, social or educational backgrounds

Necessary Knowledge, Skills and Abilities:

- Knowledge in PC troubleshooting of desktop, laptop, tablet hardware
- Knowledge with Windows operating systems and Outlook email clients
- Knowledge of basic networking principles and client/server relationships
- Ability to maneuver heavy objects, bend, reach, extend to install computer cabling, and stand and walk for prolonged periods.
- Ability to communicate effectively both orally and in writing with internal and external customers.
- Ability to relate successfully with students and staff of diverse cultural, social or educational backgrounds.
- Ability to use judgment, discretion, and decision making skills in dealing with confidential and sensitive issues.
- Provide an excellent customer service attitude
- Employment with CVTC is contingent upon successful completion of background check(s).

Necessary Training and Experience:

- High school graduate or equivalent
- Previous experience in basic PC support, maintenance and troubleshooting.
- In evaluating candidates for this position, the College may consider a combination of education, training, and experience which provides the necessary knowledge skills, and abilities to perform duties of position.

Position Details

Expected Start Date: As soon as possible

Position Status: Full-time, limited-term union position

Location: This position is located at the Business Education Center, Clairemont Campus in Eau Claire, although travel to other campus locations is required.

Work Hours: 40 hours per week anticipated. Work hours will generally be scheduled Monday through Friday between the hours of 7:00 a.m. – 11:00 p.m. Some weekend hours may be required.

Salary: The hourly rate for this position is \$14.62 per hour base upon pay grade level E.

Benefits: This position is not eligible for benefits.

Application Process:

APPLICATION MATERIALS REQUESTED TO BE RECEIVED AS SOON AS POSSIBLE

(Application materials will continue to be accepted until the positions are filled.) A CVTC Application for Employment form, cover letter, resume and transcripts are requested. Copies of transcripts are acceptable during application process. Upon hire official transcripts of all undergraduate and professional education may be required. Obtain a CVTC [Application for Employment](#) form on-line by contacting:

www.cvtc.edu/employment

Human Resources

Chippewa Valley Technical College

620 West Clairemont Avenue

Eau Claire, WI 54701-6162

Fax: 715-833-6451

Chippewa Valley Technical College is an Equal Opportunity/Access Employer and Educator.

In compliance with the Americans with Disabilities Act, the College will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

We are seeking individuals who are creative, open to change and new methods of work practices, and willing to promote the College's vision and mission in a customer-oriented, participatory environment. Individuals who value commitment, collaboration, trust, respect, excellence, and accountability are encouraged to apply.

Mission Statement

Chippewa Valley Technical College delivers superior, progressive technical education which improves the lives of students, meets the workforce needs of the region, and strengthens the larger community.

Vision Statement

Chippewa Valley Technical College will be a dynamic community partner dedicated to adding value through learning and student success.