

ANNOUNCEMENT OF VACANCY

- POSITION:** PC Technician / Technical Support Desk
(Tier 1 Support)
- DESCRIPTION:** Provides telephone and in person support for end users and applications. Tracks and reports on trouble types and resolutions, escalates problems within a mechanism that ensures follow-through.
- QUALIFICATIONS:**
- A+, MSCE Certification with some college work in Computer Science or related field preferred.
 - Minimum of three years of experience in network and workstation management and troubleshooting.
 - Knowledge of MS Active Directory, MS Windows XP, MS Vista, MS Office 2003-2007, Apple OSX, Track-It!, TCP/IP networking and computer imaging software.
 - Excellent communication skills and the ability to work well with many individuals in a diverse higher education environment.
 - May require extensive after-hours and weekend/holiday support and being on call during non-scheduled work hours.

STARTING SALARY: Commensurate with education and experience

PROCEDURE: Submit request for formal application to:

**Human Resources
Gloucester County College
1400 Tanyard Road
Sewell, New Jersey 08080
www.gccnj.edu**

**Position open until filled
Affirmative Action/Equal Opportunity Employer
Women and Minorities Encouraged to Apply**

10/08/09