



MESALANDS COMMUNITY COLLEGE Job Announcement

POSITION:	Client Support Manager/Full-time
APPLICATION DEADLINE:	Open Until Filled
WAGE RANGE:	Dependent upon education and experience; salary competitive

The Client Support Manager of Institutional Technology reports to the Director of Institutional Technology and independently performs assigned functions to manage the College's technological capabilities. Any combination of the following tasks may be included in the duties in support of the college:

Essential Functions. The employee is responsible for the following:

Provide computer support to faculty and staff employees:

- Identifies problems, troubleshoots, and provides computer assistance to our faculty, staff, and students.
- Configure and setup new equipment, desktops, laptops, tablets, printers, etc. for faculty and staff employees and upgrade existing computer systems
- Responds to inquiries and requests for assistance with the organizations computer systems and printers
- One-on-one problem-solving on operating systems, computer applications, and network access
- Install software
- Perform basic maintenance on computers and computer related equipment
- Assist with department computer moves
- Transfer and/or backup computer data
- Provide training and supervision to student workers
- Test and evaluation new software applications and computer devices
- Create and maintain software documentation
- Maintain computer inventory database
- Provides a liaison between user and other IT functions/personnel, initiating service requests for software, hardware and communications problems
- Provides problem reports and feedback from users to appropriate IT personnel for corrections, modifications, improved performance and end-user satisfaction

Knowledge, Skills and Abilities

- Must be familiar with the basic theory of computers and computer software and must be familiar with the use of personal computers and printers
- Must be familiar with instructional media and its preparation
- Must have working knowledge of a combination of Windows, Internet, desktop publishing, Microsoft Office
- Ability to install any software application using only accompanying documentation; to assemble, attach cables, and power up a computer system completely independently
- Must have the ability to communicate effectively
- Must have clear understanding of networking concepts
- Must be able to present information clearly and effectively in verbal form, in classroom and one-on-one situations, in person or over the telephone
- Must have writing and word processing experience for creation of user documentation, training materials, written user communications and internal reporting
- Must be able to design, develop and prepare instructional aids and materials for courses of one to many users
- Must have the ability to present moderately technical as well as application-specific material in an effective manner and should be familiar with a variety of presentation techniques
- Must be capable of utilizing post-instructional evaluation methods to improve training effectiveness and user productivity
- Must demonstrate a willingness to be of assistance to others and patience in the handling of potentially frustrated or confused users
- Must possess good time management skills and be able to deliver required work on schedule when working with multiple deadlines
- Must display a cooperative attitude toward co-workers and demonstrated ability to perform in a "team" environment

Qualifications

Bachelor's degree in computer science or related field preferred. Associate's Degree in computer science or related field required. Five years directly related experience required. Must have the knowledge and/or experience to perform all essential functions of the position. Must have strong communication skills and service orientation. Experience in or exposure to the community college environment desirable.

Language skills:

Ability to read and comprehend complex oral and written technical instructions in mathematical or diagram form. Ability to write correspondence. Ability to effectively present technical information in both oral and written form in one-on-one and small group situations. Ability to establish and maintain effective working relationships with administration, co-workers, and vendors.

Mathematical skills:

Ability to perform a volume of numerical detail work with speed and accuracy, to make difficult mathematical computations.

Reasoning ability:

Ability to solve practical problems and deal with a variety of situations.

Technology skills:

Complex computer knowledge and skill.

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

The employee is required to walk, stand, sit; use hands to handle or feel objects, tools, and controls; reach with hands and arms; stoop, kneel, and lift; and talk and hear.

The employee must regularly lift and/or move up to 50 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The noise level in the work environment is usually low. Job performed indoors.

HOW TO APPLY

Applicants must submit: a cover letter; a resume; a completed, signed, and dated Mesalands Community College employment application (available on-line at www.mesalands.edu); copies of transcripts for college courses completed; must provide a copy of a valid driver's license, and list of three references, including name, address, and phone numbers. References and former employers will be contacted. All required application materials must be received by:

Human Resources, Mesalands Community College
911 S. Tenth Street
Tucumcari, NM 88401
(575) 461-4413, ext. 112

Employment preference will be given to qualified veterans.

Application deadline until filled.