POSITION: System Support Technician- Desk Top Support- Information Services
Department/Business Services Division

STARTING SALARY: Salary will be commensurate with experience. (Class AJ20/Slot0001/Band05).
Position # 126964

MINIMUM TRAINING AND EXPERIENCE: Associate degree in Computer Science or Electronics Technology and
two (2) years experience in an IT.pc support position; or a high school diploma and four (4) years experience in an IT pc
support position. A Bachelor's degree in Computer Science or Electronics Technology strongly preferred. Certifications
such as MCSE, Network +, or A+ highly desired.

KNOWLEDGE, SKILLS AND ABILITIES: Proficiency in Windows operating system in a client/server
environment. Experience with MAC OS is desired. Ability to diagnose and troubleshoot computer and network problems.
Ability to work days and occasional weekends or evenings. Must have a very customer service oriented personality.
Ability to prioritize, take initiative, and mentor student workers. Ability to travel the tri-county service area. Ability to
work a flexible schedule to include occasional evenings and weekends.

SPECIFIC DUTIES

1. Provide Desktop support for Faculty/staff on our main campus and satellite centers for Apple MACs, Windows PC's,
printers, ipads, tablets pcs, and other mobile devices. Contacts and assists field service or tech support when
warranty or contract equipment malfunctions. Maintains inventory database to reflect equipment replacement or
moves. Maintain the master pc configuration images for all the various makes and models of pcs used on campus.
Protects and preserves user data while imaging.

2. Provides support to the Helpdesk, including weekend rotational on-call support. Responds to calls/tickets in our
Helpdesk ticketing system regarding issues for the pc equipment or software. May provide limited direction for the
part-time/temporary computer technicians and assists them with the daily maintenance, repair, and installation of
computer equipment.

3. Installs and maintains various workgroup network devices (switches, hubs, and cabling. Assist with the deployment
and installation of our local campus and extension campus wireless access points.

4. Participates in support of the IT infrastructure and cloud based services, including Office 365 to include checking the
status of Commvault backup jobs, applying updates to VMWare virtual Windows servers, or, managing user
accounts in Active Directory.

5. Provides support for other departments with IT needs during college events such as Enrollment Services and Tech
Fairs, testing new IT services being implemented within the college, helping to deploy new technology campus wide,
or assisting the inventory clerk in tracking computer inventory. Performs other duties as required.

To apply, please complete an on-line employment application at www.yorktech.edu/hr or come to the Human
Resources Department, 452 South Anderson Road, Rock Hill, SC, 29730, to complete an on-line employment
application. Applications accepted until September 14, 2015.

YORK TECHNICAL COLLEGE IS AN EQUAL OPPORTUNITY
AFFIRMATIVE ACTION EMPLOYER PURSUANT TO SECTION 41-1-110 OF THE CODE OF LAWS OF SC, AS AMENDED, THE LANGUAGE USED IN THIS DOCUMENT DOES NOT CREATE AN EMPLOYMENT CONTRACT BETWEEN THE EMPLOYEE AND THE EMPLOYER.