# MontanaTech
## THE UNIVERSITY OF MONTANA

# Computer Support Specialist II or III

DEPARTMENT:          Highlands College
Closing Date:          Review will begin January 15, 2017 & continue until position if filled
Employment Detail:  Permanent, Full-Time
Hiring Zone:          **II - 16.848/Hour or III - $20.659/Hour (depending on experience)**
**Highly qualified individual may be eligible for higher rate of pay within policy and budgetary restrictions**
Union Affiliation:      MPEA

**PRIMARY DUTIES**
Duties include providing computer hardware and software support for the entire Highlands College, which includes 860 Highlands students, 35-40 faculty (both full and part time), and 6 staff ; installing, and supporting all software used by the various departments of Highlands College, including software licensing, troubleshooting, end-user training and coordinating technical support; maintaining and updating all campus computers and maintaining a high availability of the 10 student computer labs; providing the knowledge and ability to deal with computer viruses; providing the support needed to install. This person is responsible for all campus printers, scanners, copy machines, and audio/visual equipment, as well as, maintain and troubleshoot virus protection software; keeping all campus printers and scanners in working order; creating a user-friendly computer environment for all students, faculty and staff; configuring, supporting and maintaining all critical Highlands campus servers.

**REQUIRED QUALIFICATIONS**
- An Associate's degree in Network Technology and at least 3 years of computer endpoint support experience is required for a Computer Support Specialist II **OR** a Bachelor's Degree (or Higher) in in Network Technology or related fields and at least 5 years of computer endpoint support experience is required for a Specialist III.
- Software knowledge in one or more of the following, Windows 7, Windows 8, Windows 10, Windows Server 2008, Windows Server 2012,VMware ESX, and Linux Operation systems;
- Knowledge and understanding of Microsoft Applications as well as one or more of the following Adobe, Autodesk, VMware and Linux applications;
- Ability to install, maintain, and troubleshoot hardware and software systems to include: servers and workstations.
- Ability to repair computers, and multimedia equipment

**PREFERRED QUALIFICATIONS**
- A+ Hardware and Software certification.
- Knowledge of Storage Area Networks and hypervisors.
- Understanding of both wired and wireless systems and related technologies.
- Knowledge of computer peripherals (printers, scanners, projectors, PDAs, cameras).
- Knowledge of audio/visual equipment and configuration.

To apply, please submit the following items:
- Cover letter which explicitly and in detail addresses the above-mentioned required and preferred qualifications
- Detailed resume which specifically and in detail highlights experience with respect to the above-mentioned required and preferred qualifications
- Name and contact information for 3 professional references

**The items listed above should be sent to**:
Montana Tech Personnel Office , 1300 West Park Street, Butte, MT 59701
Phone: 406-496-4380  Fax: 406-496-4387  e-mail: cisakson@mtech.edu

Any offer of employment is contingent upon a satisfactory criminal background check.