



Nueta Hidatsa Sahnish College

Position Description

POSITION: Information Technology (IT) Assistant

DEPARTMENT: Support Services

ACCOUNTABLE TO: IT Director

LOCATION: New Town, ND Campus

CLASSIFICATION: FT, Perm.

FLSA STATUS: Non-Exempt

PAY RANGE: DOQ

POSITION SUMMARY:

This person will work for NHSC Technology Department and will have administrative and customer service experience and be able to work with various technology applications to assist the IT Director. The position involves about 60% technology support and 40% customer service, including handling staff, faculty and student related issues in person and via phone and e-mail. Other basic administrative functions will entail filing documents and recording meeting minutes. Reports to the IT Director.

ESSENTIAL JOB FUNCTIONS & RESPONSIBILITIES:

- Successfully complete multiple simple & complex work assignments.
- Serve as an administrative assistant to the Information Technology (IT) Director
- Maintain outstanding customer service.
- Provide pleasant customer service with regular communication regarding the status of repairs and installations including notification when repairs are complete.
- Train staff and students on troubleshooting to reduce basic support requests.
- Participate in IT projects.
- Achieve and maintain knowledge of all applicable site procedures.
- Exercise appropriate workflow and time management procedures.
- Ensure system and all personnel information are appropriately secured.
- Handle service request or immediately forward service requests to the appropriate I.T staff for resolution if problem cannot be handled within provided time constraints.
- Troubleshoot the system problem and complete repair in a timely and efficient manner, insuring minimal recurrence of problem.
- Handle all helpdesk inquiries in a timely manner and record all request and incidents.
- Appropriately document all required information into the help-desk/call tracking system.
- Meet required productivity expectations, including site specific service metrics.
- Partner with technology team members to communicate new solutions and assist other technicians when call volume is high.
- Coordinate department meetings and schedules of IT repairs and installations.
- Comply with all NHSC policies, practices and regulations.
- Perform other duties as assigned

REQUIRED KNOWLEDGE, SKILLS & ABILITIES:

- At least 2 years documented IT experience or related field
- Verifiable Jenzabar system (EX, CX etc.) experience
- Able to maintain records and generate reports based on data entry activities
- Thorough, organized and resourceful in completing tasks independently
- Strong troubleshooting capabilities
- Excellent customer service skills
- Excellent communication skills, both written and oral and have good organizational skills
- Working knowledge of Microsoft Windows operating systems, Microsoft Office *.*
- Candidate will need to have a valid driver's license and the ability to drive between sites in a College campus environment.
- Associates Degree and/or equivalent experience is required

PREFERRED SKILLS

- CompTIA A+ or ability to attain within 12 months of employment.
- Knowledge of MAC is preferred
- Bachelor's Degree in any related field is preferred
- Two (2) years of PC support, diagnostic/troubleshooting and repair experience

PHYSICAL DEMANDS & WORK ENVIRONMENT:

Work Environment: Administrative functions are performed in an office environment. Customer and occasional site visit may be required.

Physical Demands: While performing the administrative functions of this position, the employee may be required to stand, walk, speak, hear, including close vision at a computer terminal and sit and use hands and fingers to handle, write or key stroke. Employee may move loads up 50 lbs.

[The foregoing physical demands and work environment are representative of those which must be met to perform the essential functions of this position; however, reasonable accommodation may be available to enable individuals with disabilities to perform the essential functions of this position.]

Applications are available on-line at www.nhsc.edu.

Please forward completed NHSC application, cover letter, resume, and three (3) reference letters to:

Jeremy Lewis
Nueta Hidatsa Sahnish College
P.O. Box 490 / 220 College Drive
New Town, ND 58763
(701) 627-8033
jlewis@nhsc.edu
Fax: (701) 627-3609

Applicant may also include a copy of degree of Indian blood if claiming Indian preference, and a DD-214 if claiming Veteran's preference.