PC Technician

Hudson County Community College is an award-winning, comprehensive urban college located just across the Hudson River from Manhattan in Jersey City and Union City, NJ. Fully accredited by Middle States Commission on Higher Education, the College offers courses and classes in a wide variety of disciplines to the people and businesses of Hudson County, one of the most historic and ethnically diverse areas of the United States. The College was recognized with the 2012 Association of Community College Trustees (ACCT) Northeast Regional Equity Award, was one of just five finalists in the U.S. for the American Association of Community Colleges' (AACC) Student Success Award, and was presented with the New Jersey Business & Industry Association's Good Neighbor Awards in 2009 for the Culinary Arts Conference Center and in 2012 for the North Hudson Campus Project, and in 2015 for the Library Building.

Position Summary:
In response to work orders, provides first-level field technical support, problem analysis and resolution, general technical assistance, and training to computer systems users at all campus locations.

Essential Responsibilities:
1.   Provides telephone, face-to-face, and online support to computer systems and AV (audio/ visual) services across all campus locations. Effectively interacts with all levels of employees and management, computer software and hardware vendors, etc., regarding computer systems operations, equipment, software applications, system troubleshooting, etc. Performs technical problem solving and assistance for various software applications and hardware systems for computer users in response to specific requests.
2.   Performs installations and re-installations of software and hardware, following installation guidelines as defined by the Information Technology Department and the College. Identifies, evaluates, and recommends various computer software and hardware to ensure updated equipment and software programs.
3.   Performs system upgrades, conversions, etc., to ensure maximum operating efficiency, current of technology being utilized, etc. Recommends computer systems enhancements or modifications to meet College and individual departmental needs. Connects college computers and peripherals to the campus network and provides first-level network troubleshooting for systems users.
4.   Performs routine hardware and software maintenance and assists in proper upkeep and utilization of computer systems. Installs, maintains, and repairs computer network communication devices, cables, computer hardware and their associated components to ensure maximum operating efficiency.
5.   Provides technical support for specialized/departmental software programs utilized by various College departments; e.g., Library system, computer labs, etc.
6.   Ensures computer systems are safe from illegal intrusions, viruses, data theft, fraud, and other forms of tampering by following security policy, proactively installing virus protection software, etc.

7.	Completely and accurately documents work orders received based on priority and severity of request. Maintains request log and, upon problem resolution, updates user requests, work completed, and outcome.

8.	Maintains and updates inventory of computer/systems equipment and software; e.g., documents model and serial numbers, peripheral equipment, printers, cables, hardware, unique software, etc., to ensure maintenance of adequate inventory levels and immediate availability based on College needs.

9.	Maintains an ongoing awareness of current and changing trends in the field of information technology through current membership in professional organizations, attends at conferences and trade shows, etc.

10.	Performs other related technical support activities, as required. Participates in special projects, as required. Remains flexible and adaptable in work schedule and work assignments as defined by organizational and department needs.

Position Requirements:

Education & Experience:
A minimum of a High School diploma with a minimum of three years of related technical work experience required. Associate degree with two years of related technical experience preferred. Technical certification also preferred.

Special Skills:

Fundamental knowledge of Windows 7/10, Microsoft Office, PC hardware, printers, basic systems analysis, computer networking, and data communications required. Apple Macintosh and video conferencing experience highly desired. Ability to interpret, analyze, and modify computer/ systems methods and procedures, load and configure software and resolve software conflicts, research problems using a variety of sources, install and troubleshoot peripheral equipment, and diagnose computer hardware required. Ability to perform preventive maintenance on computer hardware and software required. Effective oral and written communication skills, customer service skills, and ability to communicate technical guidance and instruction to users on the use of PC applications and systems required.

Hudson County Community College Information Technology Services is committed to meeting the IT needs of a diverse College community. All ethnicities and women are encouraged to apply.

To Apply:	Send letter of application, resume, salary requirements and names/contact information of three professional references.

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Department of Human Resources
70 Sip Avenue, 3rd Floor
Jersey City, NJ 07306
E-mail: Resumes@hccc.edu
Fax: (201) 714-2509

For additional information and employment opportunities at HCCC, please visit:
www.njherc.org, www.higheredjobs.com and www.latinosinhighered.com

As a New Jersey First Act Employer, new employees must establish a primary residence in New Jersey within one year unless an exemption applies.

HCCC IS AN EEO/AA EMPLOYER

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