

**Main Campus:**  
21 Campus Circle  
Murphy, NC 28906  
Phone: (828) 837-6810  
Fax: (828) 837-0028  
or (828) 837-3266



**Graham County Center:**  
P.O. Box 1997  
145 Moose Branch Road  
Robbinsville, NC 28771  
Phone: (828) 479-9256  
Fax: (828) 479-6280

## **ADVERTISEMENT OF POSITION VACANCY**

**Posting Date: September 11, 2023**

**Position:** Information Technology (IT) Specialist

**Basic Purpose of Position:** The basic purpose of this position is to serve as IT support for the college by installing computers or other technology items across TCCC campuses. This position will also provide help-desk support by troubleshooting technological issues encountered by the faculty, staff and students of TCCC. This position will work under the direct supervision of the Director of Computing and Information Management and will work in conjunction with other members of the IT department to meet the technology needs of the faculty, staff and students of TCCC.

**Qualifications:**

- Associate's Degree required, Bachelor's Degree preferred
- Degree in Computer Information Systems (CIS) or other related field

**Job Description/Duties:**

- Responsible for computer installation and installation of other technology items across the TCCC campus(es).
- Manage Campus Software Licensing and Service Contracts for the College.
- Assist with patch management initiatives for TCCC Infrastructure.
- Assist with coordination of technology lifecycles and strategies of implementation.
- Serve as an IT help-desk technician, providing first-level contact and problem resolution for TCCC faculty, staff and students.
- Troubleshoot IT related issues over the phone as expertise permits or by scheduling on-site technician assistance, as needed.
- Perform basic troubleshooting and regularly scheduled computer equipment maintenance.
- Assist Purchasing Director by retrieving quotes for technology related purchases and with inventory tracking of technology equipment.
- Perform other duties as requested by the Director of Computing and Information Management.

**Salary Range:** \$31,200 - \$35,000

**Working Schedule:** This is a 40 hour per week position and may require some flexibility in working hours. This position is non-exempt under the Fair Labor Standards Act.

**Proposed Hiring Date:** As Soon As Possible. A six-month probationary period is required by college policy.

**Deadline to Apply:** September 25, 2023 or until filled.

**How to Apply:** A TCCC application is required, plus a letter of interest, resume, and transcript/s. For an application form, contact Julia Hall at Tri-County Community College, 21 Campus Circle, Murphy, NC 28906. Phone: (828) 835-4299 or e-mail [humanresources@tricitycc.edu](mailto:humanresources@tricitycc.edu). Incomplete application packages will not be considered.

*Equal Opportunity Employer*