
Job Title	Remote Technical Support Specialist
PVN ID	BM-2103-003942
Category	Information Technology
Location	BOROUGH OF MANHATTAN C. C.
Department	Instructional Technology
Status	Full Time
Annual Salary	\$38,000.00 - \$44,000.00
Hour(s) a Week	35
Closing Date	Jun 13, 2021 (Or Until Filled)

General Description

The Instructional Technology department at BMCC provides a comprehensive variety of services supporting the use of information technology in the educational process. Our diverse and talented staff provide assistance to faculty, students and staff using technology in education, research, conferences, and support services. Students are provided with access to open labs which are available 7 days a week and remote access computers which are available 24/7.

Under the supervision of the Desktop Support Manager or designee, the Remote Technical Support Specialist will be responsible for providing remote and onsite support to Career and Technical Education (CTE) programs and initiatives with the goal of improving response and service to these areas.

Other Duties

Qualifications

Core Competencies/Qualifications:

- Support open computer labs with daily operations, assist students and track usage, generate open lab student usage reports.
- Support the Office of Accessibility with their open lab workstations and software, support laptops and mobile devices for students with disabilities.
- Provide remote technical support to faculty and students.
- Support and maintain workstations, printers, projectors and related equipment, as well as provide end-user support.
- Support faculty, students and all technology used in computer labs, smart classrooms and cyber cafés.

- Support and maintain workstations, printers, and software in Media Arts and Technology, Computer Information Systems, Nursing, Office of Accessibilities and Allied Health labs.
- Install, support and maintain workstations, mobile devices, printers, software and related equipment in research labs.
- Support and maintain application software used for CTE academic coursework such as Adobe Creative Cloud, C++, nCoder, QuickBooks, Mathematica, Para-Medic Test Gen, ArcGIS etc.
- Participate in training and other professional development activities.
- Assist in the scheduling of Technical Assistants for open computer labs.
- Solve technical problems on Windows, Macintosh, Linux platforms with equal proficiency.
- Install, test and configure new workstations, laptops, peripheral equipment and software.
- Maintain inventory of all equipment.
- Consult with manufacturer on support and warranty issues.
- Track problematic reports, troubleshoot reported issues, and document resolutions and procedures.
- Monitor supplies and notify supervisor regarding supply levels.
- Interface with other units to resolve problems.
- Ability to effectively work remotely as well as in-person.
- Perform other related duties as assigned.

Minimum Qualifications:

- Associate's degree with 2 years IT related experience with knowledge of Windows **and** Apple OS.
- Ability to communicate effectively, both verbally and in writing, with students, faculty, and staff from diverse backgrounds providing courteous customer service in a timely manner.

This is a grant-funded position through the Perkins Grant.