
Job Title	Remote Technical Support Specialist (Evening/Weekend)
PVN ID	BM-2103-003943
Category	Information Technology
Location	BOROUGH OF MANHATTAN C. C.
Department	Instructional Technology
Status	Full Time
Annual Salary	\$42,000.00 - \$48,000.00
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 Evening/Weekend will be responsible for providing evening/weekend 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 the Evening and Weekend academic programs.
- Support open Labs with daily operations, assist students and track usage, generate open lab student usage reports.
- Manage and support server applications used in daily operations such as Labstats, Print management, Deepfreeze etc.
- Manage part-time staff, train and provide support.
- Hire and develop work schedules for the part-time evening/weekend staff.

- Provide remote technical support to faculty, students and staff.
- Support and maintain workstations, printers, projectors and mobile devices, as well as provide end-user support.
- Support faculty, students and all technology used in computer laboratories, smart classrooms and cyber cafés.
- Support and maintain workstations, printers, and software in Media Arts and Technology, Computer Information Systems, Nursing, Office of Accessibility 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 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.
- Solve 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.
- Evening and weekends required.
- Ability to communicate effectively, both verbally and in writing, with students, faculty, and staff.

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