

Job Title: IT/Computer Technician

Supervisor: IT Coordinator

Employment Terms: 12 Months

Salary Range: \$19.74 - \$27.82 – Hourly

Location: Central Campus
6997 N Glen Harbor Boulevard
Glendale, AZ 85307

Skill Sets:

- Customer Service
- Communication
- Critical Thinking
- Personal Management
- Leadership
- Professional Management
- Computer Technology
- Teamwork

Essential Duties and Responsibilities:

- Provide technical support to users for hardware and software issues
- Troubleshoot, repair, and upgrade hardware and system components
- Install, configure, and maintain operating systems (Windows, macOS, ChromeOS) and productivity software (Google Workspace, Microsoft Office, Adobe Creative Cloud)
- Assist in the installation, configuration, and maintenance of network equipment such as routers, switches, and wireless access points
- Troubleshoot network connectivity issues, including internet connectivity and network performance
- Troubleshoot AV issues in meeting spaces/ classrooms
- Perform regular maintenance tasks, including software updates, hardware inspections, and cleaning
- Communicate effectively with users of all technical levels to resolve issues
- Create and maintain clear and concise documentation, including incident reports, procedures, and user guides
- Establish and maintain good rapport with students, employees, community members, and vendors
- Maintains a high level of ethical behavior and confidentiality
- Other job-related duties as assigned

Qualifications:

- Education: A high school diploma or G.E.D is required
- Technical Expertise:
 - Proficient in utilizing technical manuals and resources for installing, maintaining, and troubleshooting computer workstations
 - Strong ability to perform systems analysis, customize software, and develop solutions to technical issues

- Proficient in various technology tools and systems, including hardware and software troubleshooting and network topology
- Problem- Solving Skills: Demonstrated expertise in diagnosing and resolving hardware and software problems
- Communication & Collaboration: Excellent interpersonal skills and building effective working relationships with colleagues, vendors, students, and parents
- Research & Troubleshooting: Strong research skills, with experience in diagnosing and troubleshooting internet connectivity and network issues
- System Administration: Experience with Active Directory and Windows Server
- Policy Awareness: Understanding of district policies and compliance requirements

Other Requirements:

- Ability to work independently
- Ability to work outside regular working hours and evenings
- May be required to lift and carry heavy, bulky supplies and materials over 60 pounds
- Must pass fingerprint clearance and background check
- Maintain a valid Arizona Driver's License

Evaluation: This position has a 90-day probation period, plus a yearly evaluation

Closing Date: Open until filled

Start Date: TBD

Application Procedure:

Submit online application: <https://west-mec.edu/employment/>

Include:

- Letter of interest
- Current resume
- Three professional references (names, addresses and phone numbers)