



Position Title: Information Technology Support Specialist

Department: IT Department

Work Type: Full Time, 1.0 FTE

FLSA: Non-Exempt

Term of Employment: Permanent Position

Compensation Band: Grade 15

Hourly Pay Range: \$22.72 – \$32.39/hourly

Annual Pay Range: \$45,252.51 – \$64,519.27/annually

Initial Placement Pay Range: \$45,252.51 to \$52,460.06 based on qualifications, experience, and internal equity. Higher salaries by approval of the President only.

Organizational Relationship: Reports directly to the Information Technology Director

Location: Tillamook, OR

College and Area Information:

Tillamook Bay Community College is located 85 miles west of Portland on the beautiful North Oregon Coast in Tillamook, Oregon; the county seat of Tillamook County. The County has a population of 26,000 and TBCC serves nearly 2,000 students per year.

Tillamook, Oregon is the home of the famous Tillamook Creamery. Hiking, fishing, biking, and camping are a short car ride away. Tillamook County is nestled between the coast mountain range and the amazing Pacific Ocean, as well as many bays and rivers for fishing and water sports. The area is also home to several craft breweries. Tillamook has small town appeal with a friendly feel and is ready to be home to your next career and adventure.

Vision, Mission, and Values:

Vision: TBCC is the educational center of our community: responsive, innovative, empowering, and invested in the progress of all.

Mission: TBCC serves our diverse community equitably through educational excellence, community collaboration, and opportunities for lifelong learning.

Values: Tillamook Bay Community College values and promotes student success through academic excellence and resourceful teamwork in an environment that is personal and friendly.

Relationship-Oriented
Innovative
Student-Centered
Equitable
Scholarly Excellence

TBCC Equity Statement:

Tillamook Bay Community College is enriched by diversity. Each individual uniquely enhances and strengthens our learning environment.

TBCC strives for equity and inclusion; committed to hiring and retaining diverse and dedicated faculty and staff who lead the way in helping our students expand their knowledge and potential.

Information Technology Support Specialist:

As Information Technology Support Specialist, you will put your experience and enthusiasm to use by supporting the administrative efforts of the college's IT Department. This position will effectively provide skilled IT support to college departments and current and potential students. This position requires an organized, flexible, self-starter who enjoys helping things run smoothly and efficiently. This position is responsible for hardware troubleshooting and maintenance/upgrades of computer hardware in addition to help desk support to staff, faculty and students.

Essential Job Functions:

Troubleshooting/diagnosing of computers and laptops

- I. Deploy new desktop and laptop computer systems
- II. Troubleshoot windows computers
- III. Assist with general duties in the IT Department
- IV. Assist with email support for staff, faculty and students

Specific Duties

- Hardware/software troubleshooting of workstations
- Installing new computers and equipment
- Learn software packages like Deep Freeze
- Help deploy software on new computers
- IT Asset retirement and tracking
- Email support with passwords and MFA setup

Knowledge, Skills, Abilities

- Knowledge and experience in computer troubleshooting and a working knowledge of Office 365.
- Ability and willingness to work as part of a team on all technology related projects.
- Excellent interpersonal skills, which include the ability to listen and act on feedback from team members and coworkers.
- Ability and willingness to learn new skills and techniques.
- Ability to take initiative and use problem-solving skills to achieve goals.
- Ability to organize information and apply time management skills.
- Ability to show flexibility and tact when dealing with others.
- Ability to follow procedures and work independently.
- Ability to professionally represent TBCC and the IT Department and deliver exceptional customer service with a collaborative attitude.

Qualifications

Minimum Qualifications

- Degree: Associates in a computer related field
- Experience: 2 years working with computers preferably in a team environment
- Experience working in a professional office environment.
- Must be able to pass a criminal background check.

Preferred Qualifications:

- Bachelors in Information Technology or related field
- Experience working in higher education in a team setting
- Windows and Microsoft Office experience

Benefit Information:

TBCC provides excellent benefits, including medical, dental, and vision insurance, as well as paid life, long-term disability, and accidental death insurance. Paid leave includes vacation, sick, holiday, and personal leave. TBCC pays all contributions to Oregon PERS (12%). Optional benefits include flexible spending, health spending, additional life insurance and other supplemental insurances as well as 403(b) retirement accounts.

Equal Opportunity Employer:

Tillamook Bay Community College does not discriminate on the basis of race, color, national origin, disability, sex, age, religion, height/weight ratio, marital status, gender, gender identity, sexual orientation, organizational affiliation, political affiliation or protected veterans regard to employment, admissions, access to education programs or activities as set forth in compliance with federal and state statutes and regulations. Persons having questions about non- discrimination should contact Human Resources, 4301 Third Street, Tillamook, Oregon, Phone (503) 842-8222 ext. 1021.

Application Information:

To apply go to <https://tillamookbaycc.edu/about-tbcc/jobs/> and click on the application link. Complete application packets will have first consideration. The submission of all required application materials is the responsibility of the applicant. Please respond via email with cover letter, resume and application indicating proof of your abilities to achieve the above job description and a minimum of three references to: hr@tillamookbaycc.edu. **Open until Filled.**