Alaska Career College

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AlaskaCareerCollege.edu

TITLE: IT Assistant

SUPERVISORS: IT Manager & Campus Director

JOB DESCRIPTION

Alaska Career College is looking for an energetic, motivated individual that is looking to begin a long-term career in Information Technology. The ACC IT Department is responsible for providing technical support to staff, faculty, and students. Experience in the IT field is not necessary, as ACC will provide on-the-job training in technical skills and tasks for this entry-level position. A strong interest in computers and a positive attitude are a must. Day-to-day, an IT Assistant will find themselves working on a variety of tasks including answering support calls, troubleshooting user and systems issues, and preparing and deploying electronic devices. This role is perfect for those just out of school looking for a first opportunity or someone who is looking to start a new career in the IT field.

JOB RESPONSIBILITIES AND DUTIES

- Answer and troubleshoot inbound support calls
- Provide support for desktop applications, operating systems, and web services
- Unbox, image, configure, and deploy electronic devices
- Perform physical inspection and minor repairs to electronic devices
- Create support cases with computer hardware and software vendors
- Create and configure staff and student accounts
- Manage and control IT internal inventories
- Perform routine checks on systems
- Provide technical training to end users
- Provide printer/scanner/copier/fax support and troubleshoot issues as they occur
- Update images and IT flash drives to most current software
- Provide remote, phone, and in-person support to users
- Create and propose user guides, documentation, and tutorials
- Support each department in day-to-day operations
- Perform data entry, as necessary
- Troubleshoot and configure phone systems, as necessary
- Perform other IT or administrative tasks, as necessary

REQUIRED QUALIFICATIONS AND SKILLS

- Excellent interpersonal communication and customer service skills.
- Strong verbal and written communication skills.
- Excellent time management skills and the ability to meet deadlines.
- Excellent organizational skills and attention to detail.
- Strong analytical and problem-solving skills.
- Ability to prioritize tasks and delegate when appropriate.
- Strong interest in computers and information systems.

EDUCATION AND EXPERIENCE REQUIREMENTS

- High school diploma or equivalent, required.
- At least two years of experience in customer service, IT, or a related field.
- Experience working with: Windows 10, Microsoft Office, Microsoft Active Directory, Exchange/Office 365, is preferred, but not required.
- Formal or informal experience setting up and troubleshooting computers and software.
- IT Technical Certifications (i.e. CompTIA A+), are preferred, but not required.

PHYSICAL REQUIREMENTS

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift 15 pounds occasionally and up to 50 pounds rarely.
- Ascending/Descending ladders occasionally.
- Repetitive motions that may include the wrists, hands, and/or fingers.

TO APPLY

Submit your resume to Linda Sture (ACC Campus Director) or Joshua Smith (ACC IT Manager) in-person, or by email at Linda.Sture@AlaskaCareerCollege.edu and Josh.Smith@AlaskaCareerCollege.edu (Please send resume to both emails).

ACC is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, or national origin.