



JOB DESCRIPTION

ACC is looking for an energetic, motivated individual that is looking to begin a long-term career in Information Technology. Our IT department is responsible for software and hardware troubleshooting, which is all handled in-house. Experience is not needed in this position, as we will invest time into training you for the responsibilities of the position. A strong base knowledge of computing systems and good attitude are the skills that will get you started on your way to success. This is an entry-level position with room to grow. Answering calls from the clients, creating tickets, working to solve the issue and escalating, when appropriate are all part of the daily duties. It is a perfect role for someone just out of school and looking for their first opportunity or someone who has switched careers and is getting into the IT world.

TITLE: IT Assistant

RESPONSIBILITIES AND TYPICAL DUTIES

- Answer inbound Support calls
- Desktop Support for all employees
- Basic and advanced Windows (MS Office Suite, Quickbooks) troubleshooting
- Email password resets and management
- Answer and manage inbound tickets
- Data entry
- Provide phone and in-person support to customers in the areas of e-mail, directories, standard Windows desktop applications, and applications required for student's curriculum.
- Serve as the initial point of contact for troubleshooting hardware/software PC and printer problems.
- Disconnect existing computer systems and install new machines as needed.
- Conduct analysis of product installations, modifications, and enhancements in accordance with documented procedures and specifications.
- Troubleshoot technical problems and issues, determine technical solution in accordance with product and vendor recommendations and document it.
- Conduct technical training and guidance with end users and act as a front line to identify issues with software deployments that may not have been apparent during rollout.

QUALIFICATIONS

- Must have excellent communication and strong customer service support skills, and the ability to follow instructions.
- A strong interest in information systems experience supporting office technology and desktop support. We will train the right candidate but experience would be preferred.
- Preferred but not required: Technical certifications (i.e. A+ certification) or computer support training gained through formal education preferred
- Ability to provide hands on and remote troubleshooting, support and resolution of technology issues
- Strong interpersonal and communication skills with the ability to support and work with many levels of management and peers

WHAT YOU WILL LEARN

- How to speak to an employee/students
- How to handle unhappy employees/students
- How to speak to 3rd party Vendors
- How to manage Vendor relationships
- How to advance your work ethic
- When & how to delegate tasks
- Building a computer from the frame up
- Customer Service classes

TO APPLY:

Submit your resume to Mike Gatrell in person or by email Mike.Gatrell@alaskacareercollege.edu.

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