

Desktop Support Specialist  
Truckee Meadows Community College

Direct Link: <https://www.AcademicKeys.com/r?job=247322>

Downloaded On: Oct. 19, 2024 1:18pm

Posted Oct. 18, 2024, set to expire Jul. 11, 2025

<b>Job Title</b>	Desktop Support Specialist
<b>Department</b>	
<b>Institution</b>	Truckee Meadows Community College Reno, Nevada
<b>Date Posted</b>	Oct. 18, 2024
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Classified Staff
<b>Academic Field(s)</b>	Information Technology
<b>Apply Online Here</b>	<a href="https://apptrkr.com/5732058">https://apptrkr.com/5732058</a>
<b>Apply By Email</b>	
<b>Job Description</b>	

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**Desktop Support Specialist**

Thank you for your interest in Truckee Meadows Community College. If you need assistance or have questions regarding the application process, please contact Human Resources at (775) 673-7168 or [humanresources@tmcc.edu](mailto:humanresources@tmcc.edu).

**Job Description**

Truckee Meadows Community College (TMCC), located in Reno, Nevada is seeking applicants for a Computer Support Specialist. The Computer Support Specialist will work to support the hardware and

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software in the academic computing environment. The applicant should have experience in an enterprise network, preferably in Higher Education. This position also works with student workers and will support academic and administrative users. Customer Service orientation and the ability to understand, follow and create technical documentation is a major aspect of this position.

**Minimum Qualifications**

1. Bachelor's degree and one (1) year of related work experience **OR**

Associate's degree and three (3) years of related work experience

2. Excellent customer service skills and possess the ability to work independently or as a team

3. Advanced understanding of current Microsoft Windows operating systems

4. Advanced knowledge of testing and deploying desktop applications using industry best practices

5. Experience with a variety of server software and hardware.

**Preferred Qualifications**

1. Previous experience working in higher education institutions or similar public sector roles

2. Experience with computer imaging software

3. Experience with Helpdesk Ticketing Systems

4. Experience with G Suite for Education

5. Experience with Active Directory and DHCP

6. Experience with a Desktop Management System such as Quest KACE

7. Experience with Inventory management

8. Experience with delegating tasks and managing work queues

9. Ability to generate and/or recognize imaginative or creative solutions that generate successful

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outcomes

10. Working knowledge, principles, and practices of office management/systems within a higher education environment

### **Responsibilities:**

- Use computer imaging software to roll out applications and use a variety of remote access tools within a Desktop Management or Mobile Device Management System.
- Assist with the purchasing and implementation of equipment based on institutional guidelines and IT requirements.
- Documentation of processes and procedures.
- Maintain Windows computers with a variety of networked peripheral devices.
- Monitor and coordinate projects and assignments of varying technical levels.
- Contribute in a friendly and professional manner to customer service issues in a higher education environment.
- Solve technical and hardware/software-related problems while working with customers of varying technical abilities and knowledge.
- Represent the IT Department, the college and NSHE in a highly professional manner.
- Other related duties as assigned.

### **Salary and Benefits Information:**

**Salary:** \$58,415 - \$73,019 initial salary placement will be dependent on education level and years of experience.

### **Perks of Working at TMCC**

- Health insurance options including dental and vision - [Health Insurance](#)
- 17.5% retirement match, 24 annual leave days, a beginning balance of 30 sick leave days, 12 paid holidays
- Life insurance, long-term disability, generous annual and sick leave - [NSHE Benefits](#)
- Sports and Fitness Center with annual or monthly membership options for employee and spouse/domestic partner.
- [ComPsych](#) supports employees through life's difficult moments.
- [Professional Grant-in-Aid](#): TMCC is proud to provide a reduced-rate tuition benefit to faculty and qualified dependents. Faculty can take up to six credits per semester at a reduced rate.

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Dependents of faculty have unlimited credits, but in order to be eligible children must be unmarried and under the age of 24 and must receive at least 50% of their financial support from the employee and/or employee's spouse or domestic partner.

- **Free** parking on all TMCC campus locations.
- No State income tax
- All full-time faculty and staff are provided with a variety of [discounts and employee purchase programs](#).

**Exempt**

Yes

**Full-Time Equivalent**

100.0%

**Required Attachment(s)**

Please note, once you submit your application the only attachment/s viewable to you will be the attachment/s to the resume/CV section of the application. Any additional required attachment/s to the cover letter, references, additional documents sections of the application, will not be viewable to you after you submit your application. All uploaded attachment/s will be on the application for the committee to review. To request updates to attachments, prior to the committee review of applications, please contact [humanresources@tmcc.edu](mailto:humanresources@tmcc.edu).

In order to be given full consideration all of the following must be attached to your application.

1) Resume/CV

2) Cover Letter

3) Contact Information for three Professional References - Please make a note if you do not want your present employer contacted unless necessary to determine your qualifications for the position.

**Posting Close Date**

11/18/2024

**Note to Applicant**

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Applicants should fully describe their qualifications and experience with specific reference to each of the minimum and preferred qualifications. Search committees will use this information to determine that applicants meet minimum qualifications as listed in the job announcement.

This posting will close at 12:00 am on the date listed above. The posting will no longer be available to apply to after 11:59 pm the day prior.

All documents, including unofficial transcripts for academic positions, must be received prior to the closing date listed on the job announcement.

Employment is contingent upon successful completion of a criminal background check upon hire.

As part of the hiring process, applicants for positions in the Nevada System of Higher Education may be required to demonstrate the ability to perform job-related tasks.

Schedules are subject to change based on organizational needs.

**To apply, visit [https://nshe.wd1.myworkdayjobs.com/en-US/TMCC-External/job/TMCC---Truckee-Meadows-Community-College---Dandini-Campus/Desktop-Support-Specialist\\_R0144937](https://nshe.wd1.myworkdayjobs.com/en-US/TMCC-External/job/TMCC---Truckee-Meadows-Community-College---Dandini-Campus/Desktop-Support-Specialist_R0144937)**

*Truckee Meadows Community College is a comprehensive educational institution located in Reno, Nevada and is part of the Nevada System of Higher Education. TMCCs five instructional sites and numerous community locations serves an increasingly diverse population of more than 11,000 students each semester. TMCC, an HSI (Hispanic Serving Institution), is a progressive institution that celebrates inclusion and diversity while supporting core themes of academic excellence, student success, and access to lifelong learning.*

*A vital leader in the New Nevada's growing economy, TMCC is located near the beautiful Sierra Nevada Mountains in an environment rich with a thriving arts, culture, food scene, abundant outdoor activities, and a family-friendly local community. It is only a 3.5 hour drive to San Francisco, CA, a 40-minute drive to Lake Tahoe, and within easy driving distance of four national parks (Great Basin, Yosemite, Lassen, and Death Valley). For more information, please go to [www.tmcc.edu](http://www.tmcc.edu) or view our virtual tour at [tour.tmcc.edu](http://tour.tmcc.edu).*

*The Nevada System of Higher Education (NSHE) is committed to providing a place of work and learning free of discrimination on the basis of a persons age, disability, whether actual or perceived by others (including service-connected disabilities), gender (including pregnancy related conditions), military status or military obligations, sexual orientation, gender identity or expression, genetic information, national origin, race, or religion.*



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**Contact Information**

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

**Contact**

N/A

Truckee Meadows Community College

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