

## Desktop Support Technician Lee College

Direct Link: <https://www.AcademicKeys.com/r?job=253886>

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Posted Mar. 3, 2025, set to expire Mar. 13, 2025

<b>Job Title</b>	Desktop Support Technician
<b>Department</b>	
<b>Institution</b>	Lee College Baytown, Texas
<b>Date Posted</b>	Mar. 3, 2025
<b>Application Deadline</b>	03/13/2025
<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/6043040">https://apptrkr.com/6043040</a>
<b>Apply By Email</b>	
<b>Job Description</b>	

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### Desktop Support Technician

**Salary:** \$44,803 - \$50,409

**Job Type:** Full-Time

**Job Number:** FY2300545

**Location:** Main Campus - Baytown, TX

**Division:** Information Technology

### Position Overview

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Starting Salary Range is \$44,803 - \$50,409. The initial salary offer is commensurate with education and related work experience.

The Desktop Support Technician is responsible for providing second line computer support for all employees and student workstations at the Lee College Baytown campus and its satellite campus locations. The position will resolve IT work requests, provide excellent customer support, and meet continuous service delivery demands. The IT support staff provide services in a dynamic, fast paced environment via the phone, remotely, and in person.

### **Essential Duties & Responsibilities**

- Diagnose and resolve computer software and hardware incidents, including operating systems (Windows and Mac), network connectivity, printers, scanners, and across a range of different software applications.
- Utilize problem solving skills to implement temporary or permanent fixes with the aim of restoring service to users as soon as possible; escalating incidents to other support teams where necessary.
- Install, configure, and maintain ongoing usability for classroom and computer lab desktops, laptops, peripheral equipment, and software complying with given standards and guidelines.
- Pick up and deliver computer equipment and peripherals that require maintenance.
- Participate in important technological department projects and perform problem diagnosis of network and desktop environment under IT Management direction.
- Assess functional needs to determine hardware and software purchase specifications.

### **Additional Duties & Responsibilities**

- Cover Help Desk Technicians and A/V Media Technicians when necessary.
- Perform other duties assigned.

### **Minimum Education, Experience, Knowledge, Skills & Abilities**

- Associate's (or higher) degree in a qualifying field, successful completion of sixty (60) college credit hours, OR an equivalent combination of education and experience
- Three (3) years of desktop support experience in Windows/Mac enterprise environments

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- Must have excellent communication skills, both oral and written
- Must have excellent customer service skills
- Must be available to work evenings and weekends as needed

*Lee College does not discriminate on the basis of race, color, religion, sex (including pregnancy, gender identity and sexual orientation), national origin, age, disability, veteran status, genetic information or any other basis protected by law.*

To apply, please visit <https://www.schooljobs.com/careers/lee/jobs/4851547/desktop-support-technician>

### Contact Information

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

#### Contact

N/A

Lee College

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