IT Help Desk Technician I
Community College of Philadelphia

Job Title	IT Help Desk Technician I
Department	All Jobs
Institution	Community College of Philadelphia
	Philadelphia, Pennsylvania
Date Posted	Jun. 2, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Information Technology
Apply Online Here	https://www.click2apply.net/lrPE4AhXapgyMUNLMuVxdN
Apply By Email	
Job Description	

Posting Details

Position Information

Position Title: IT Help Desk Technician I

Requisition Number: SCL00394

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General Description

The IT Help Desk Technician I will perform level one help desk technical support for faculty, staff/admin and student's, campus wide, while providing exceptional customer service. The ideal individual must be able to resolve basic help desk service requests via the phone, while more complex issues will be referred to second level or higher support. The IT Help Desk Technician I will successfully log all requests for IT service requests into ticketing systems, escalate requests as required, and manage all requests to full closure. This position will ideally perform problem recognition, research, isolation and resolution steps on all requests for technology services support, while communicating effectively with the end user.

College Intro
Success starts at Community College of Philadelphia. Innovators and difference makers work at Community College of Philadelphia. Diversity thrives at Community College of Philadelphia. We are a college that is committed to promoting a work environment that attracts and retains talented and diverse faculty and staff. We challenge each other and ourselves to achieve at the highest level while contributing to the mission of the College and the betterment of Philadelphia. We value and support an intellectually dynamic community to prepare our students for global citizenship. Join us and become a part of a community that has long been and will continue to be generators of generational chance in this city and beyond.

Community College of Philadelphia is an open-admission, associate-degree-granting institution which provides access to higher education for all who may benefit. Its programs of study in the liberal arts and sciences, career technologies, and basic academic skills provide a coherent foundation for college transfer, employment and lifelong learning. The College serves Philadelphia by preparing its students to be informed and concerned citizens, active participants in the cultural life of the city, and enabled to meet the changing needs of business, industry and the professions. To help address broad economic, cultural and political concerns in the city and beyond, the College draws together students from a wide range of ages and backgrounds and seeks to provide the programs and support they need to achieve their goals.

Specific Responsibilities

- Installation, support and maintenance of hardware and software needed to support academic and administrative desktop computers.
- Diagnose and correct desktop computing problems via phone, in person or remote desktop

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support.
- Communicate and respond effectively to telephone, email and walkup requests from internal and external customers for technical support or assistance, ensuring appropriate customer service at all times.
- Re-configure old computers for re-deployment and assist with the maintenance of the inventory of hardware and software College-wide.
- Move existing computing hardware (PCs, Macs, printers, scanners, etc.), which may require technician to provide own transportation to another site.
- Work with faculty, staff and vendors to affect repair or replacement of failed equipment, both in or out of warranty, ensuring proper reimbursement of warranty related items.
- Reset passwords and unlock accounts, log all incoming calls for service into help desk systems accurately and efficiently.
- Work with the ITS team to diagnose, isolate and resolve desktop computing problems as necessary.
- Attend staff meetings and complete tasks as assigned.
- Other duties as assigned.

Minimum Qualifications

- High school diploma or equivalent and at least 1-year experience supporting personal computers in a professional help desk environment using MS Windows and the MS Office Suite of applications. Alternatively, an associate's degree in CIS or related field will be considered in place of 1-year experience.
- Excellent verbal and written communication skills are required.
- Demonstrated ability to translate technical knowledge into actionable direction required.
- Demonstrated excellence in customer service and professionalism is required.
- Demonstrated commitment to detail and follow through.
- Flexibility to work evenings and weekends as needed.
- Must possess and maintain a valid driver's license and access to reliable transportation.
- Must be able to lift a sixty (60) pound parcel from floor to a desktop height as needed.
- Ability to maintain sensitivity, understanding and respect for a diverse academic environment inclusive of students, faculty and staff of varying social, economic, cultural, ideological and ethnic backgrounds.

Preferred Qualifications

- Associate's Degree in a related field is preferred. Any and all degree(s) must be from a regionally

accredited institution of higher learning.
- 2+ years' experience working in a Microsoft Windows and Mac OS environment preferred.
- Additional experience installing and configuring hardware/software is preferred.
- Industry standard technical certifications on Dell and HP computers and peripherals is preferred including A + certification.

Work Location: Main Campus, NERC, CATC, NWRC

Benefits Summary
Benefits:
"Success Starts Here" at Community College of Philadelphia. We recognize that our success as a college and the success of our students starts with our employees. Our employees are vital to our success. Our total compensation package includes a comprehensive offer of benefits that are unrivaled by most.

Full-time faculty and staff benefits include:

- College-paid medical, dental, drug, life and disability insurance
- Tuition remission (for classes at the college)
- Forgivable tuition loan (for classes at any accredited academic institution)
- 403(b) retirement plan with 10% College contribution with employee contribution 5%
- Flexible spending accounts
- Paid vacation, holiday and personal time
- Partial remote work schedule for remote work eligible positions

Additional College benefits:

- Winter break: 1 week around the third week in December and New Years
- Spring Break: 1 week in March
- Summer Hours: 4-day work week (closed on Fridays) from the 2nd week in May through the 3rd week in August

For More information about the College benefits and eligibility based on employee class, please visit:
https://www.myccp.online/human-resources/benefits-eligibility

Salary Grade or Rank: 8
Min Salary: $26.00

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Max Salary: $39.78
Job Posting Open Date: 06/02/2025
Type of Position: Classified
Employment Status: Full-Time

Special Instructions to Applicants
Interested candidates should complete an online application.

- Cover Letter of interest and resume required.
- Name and contact information of 3 references required.
- Employment offers are contingent upon successful completion of background checks in accordance with PA Child Protective Services Law.
- Must be legally eligible to work in the U.S.

Community College of Philadelphia is an equal opportunity employer and does not discriminate on the basis of race, sex, sexual orientation, gender identity, religion, color, national or ethnic origin, age, disability, status as a Vietnam Era Veteran or disabled veteran or any other status protected by law, in matters pertaining to employment.

Supplemental Questions

Required fields are indicated with an asterisk (*).

1. * How did you hear about Community College of Philadelphia?
   - CareerBuilder.com
   - Higheredjobs.com
   - LinkedIn
   - The Chronicle
   - Veterans Job Fair
   - Professional & Technology Diversity Career Fair
   - AL DIA - Diversity Career Fair
   - Community College of Philadelphia Website
   - Indeed.com
   - Other

2. * If you answered "Other" to the above question, please specify the shifts you are willing to work. If this question does not apply to you, please enter "N/A".

   (Open Ended Question)

3. * What is the highest level of education you have completed?
   - No Response
   - High School/GED
   - Associates Degree
   - Bachelor's Degree
   - Master's Degree
   - Doctorate
   - Other

4. * Salary bands at the College cover a wide range to accommodate varying levels of experience. Generally, salaries fall within the low to mid-range of the posted amounts, with some roles allowing for more negotiation. Please confirm that you have reviewed the salary range and are comfortable with it by responding "yes."Our benefits significantly enhance the total compensation package for full-time staff and include college-paid medical, dental, drug, life, and disability insurance; tuition remission for courses at the college; forgivable tuition loans for accredited institutions; a 403(b) retirement plan with a 10% College contribution and a 5% employee contribution; flexible spending accounts.
   - Yes, the salary range is within my expected salary expectations.
   - No, the salary range is not within my expected salary expectations. (Please note: responding with this answer will disqualify you from the applicant pool, as the range will not exceed the posted ranges.)

5. * Do you have at least 1-year experience supporting personal computers in a professional help desk environment using MS Windows and the MS Office Suite of applications or an Associate's Degree in CIS or a related field?
   - Yes
   - No

6. * Do you possess and maintain a valid driver's license and access to reliable transportation?
   - Yes
   - No

7. * Do you have at least two (2) years direct experience supporting Apple/Mac personal computers, mobile/tablet devices, and mobile applications in a professional work environment using IOS, MS Windows and the MS Office Suite of applications for both Windows or Apple/Mac?
   - Yes

○ No
8. * Do you have ACMT (Apple Certified Macintosh technician) and A + certification?
   ○ Yes
   ○ No

Documents Needed to Apply

Required Documents

1. Resume
2. Cover Letter/Letter of Application

Optional Documents

1. References

PI272540673

Contact Information

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

Contact   Abby Ametrano Aametrano@ccp.edu

All Jobs

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