Desktop Support Specialist
Truckee Meadows Community College

Job Title	Desktop Support Specialist
Department	
Institution	Truckee Meadows Community College
	Reno, Nevada
Date Posted	Jun. 5, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Information Technology
Apply Online Here	https://apptrkr.com/6277913
Apply By Email	
Job Description	

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.

Job Description

Truckee Meadows Community College (TMCC), located in Reno, Nevada is seeking applicants for a Desktop Support Specialist. The Desktop Support Specialist will be responsible for managing our

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organization's hardware, software, and mobile devices. This position will also be responsible for developing and implementing strategies to optimize asset utilization, reduce costs, and ensure compliance with organizational policies and regulatory requirements. The applicant should have experience in an enterprise network, preferably in Higher Education. Customer Service orientation and the ability to understand, follow and create technical documentation is a major aspect of this position.

Minimum Qualifications

- Bachelor's degree in Computer Science, Information Technology, or related field
- One (1) year of related work experience

-OR-

- Associate's degree in Computer Science, Information Technology, or related field
- Three (3) years of related work experience

Preferred Qualifications

- Experience working in higher education institutions or similar public sector roles
- Experience with ITAM tools such as ServiceNow, Manage Engine Desktop Central, or similar platforms
- Experience with computer imaging software
- Experience with Helpdesk Ticketing Systems
- Experience with G Suite for Education
- Experience with Active Directory and DHCP
- Experience with asset lifecycle management principles and best practices
- Ability to generate and/or recognize imaginative or creative solutions that generate successful outcomes
- Excellent analytical, problem-solving, and communication skills

Responsibilities:

1. Manage the inventory of all company owned IT assets, including hardware, software, and peripheral devices.

2. Assist with the purchasing and implementation of all IT related equipment based on institutional guidelines and IT requirements.

3. Develop, implement, and maintain an effective IT asset management program that aligns with

organizational goals and objectives.

4. Documentation of processes and procedures.

5. Monitor and coordinate projects and assignments of varying technical levels.

6. Contribute in a friendly and professional manner to customer service issues in a higher education environment and possess the ability to work independently or as a team

7. Collaborate with stakeholders across the organization to ensure that all IT assets are properly configured and utilized in accordance with organizational standards and policies

8. Represent the IT Department, the college and NSHE in a highly professional manner.

9. 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. 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.

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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.

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
07/4/2025

Note to Applicant

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.

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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_R0147647

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 Nevadas 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 or view our virtual tour at 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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Direct Link: https://www.AcademicKeys.com/r?job=257963
Downloaded On: Jun. 7, 2025 12:58am
Posted Jun. 5, 2025, set to expire Jul. 11, 2025

Contact Information

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

Contact

N/A

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