

J. Sargeant Reynolds
Community College



INFORMATION TECHNOLOGY SPECIALIST I, #00159, #00325
(Working Title: Installation and Repair Senior Technician)

J. Sargeant Reynolds Community College is a comprehensive two-year college dedicated to providing quality educational opportunities to the residents of the Richmond metropolitan area and surrounding counties. The College has three (3) campuses located in urban, suburban and rural settings. Total enrollments exceed 17,000 credit and 8,000 non-credit students annually. Additional information is available at the College's Website: <http://www.reynolds.edu>

The College is seeking applicants for two Information Technology Specialist I, Pay Band 4 positions. The positions will be assigned to Department of Technology's Administrative Computing Support unit and may be physically assigned to either the Parham Road or Downtown Campus, 1651 E. Parham Road and 700 E. Jackson Street, respectively. Additionally, both positions will have college-wide responsibility and may be required to perform work at any of the college's three campuses.

TYPE OF

APPOINTMENT: Full-time classified position with state benefits.

DUTIES:

Responsible for the installation, repair, configuration, and maintenance of workstations, portable computing devices, desktop and laptop computers, and the associated peripheral equipment for administrative users, and academic labs at various college locations. Position performs preventative maintenance and emergency repairs on equipment hardware and software. Performs other IT related work as assigned.

**QUALIFICATIONS
REQUIRED:**

Working knowledge and demonstrated skill in the installation, repair, upgrade, and maintenance of workstations, desktop and laptop computers, and associated peripheral equipment, including but not limited to, PDA's and printers. Working knowledge and demonstrated skill in Local Area Networks; and in installing and configuring NIC's in domain and workgroup configurations using TCP/IP and other protocols. Knowledge of inventory control functions, using barcode readers, and in the use of spreadsheet software for data gathering and reporting. Demonstrated ability in trouble-shooting methods and procedures, and equipment testing. Demonstrated ability in the use of a variety of diagnostic hardware and software tools and equipment, including, but not limited to, a DVM, a RAM tester, command line utilities, and the Windows Repair Console and Event Viewer. Demonstrated ability to use and support Windows XP, Exchange e-mail, and Microsoft applications. Demonstrated ability to prioritize assignments, complete tasks within required timeframes, and provide exceptional customer service. Demonstrated ability to communicate effectively, orally, and in writing, with a diverse group of individuals. High school diploma. Industry standard A+ certification is required. Valid Virginia driver's license is also required.

**QUALIFICATIONS
PREFERRED:**

High school diploma supplemented by training in computer information systems or a related area is preferred.

PAY BAND RANGE:

\$30,146 - \$61,872

STARTING SALARY:

Approximate starting salary \$30,146 - \$42,888, based on related full-time experience and pre-employment salary.

**APPLICATION
DEADLINE:**

Applications will be accepted until the position is filled.

**APPLICATION
PROCESS:**

A completed State application may be mailed to Human Resources, P. O. Box 85622, Richmond, VA 23285-5622, hand-delivered to 1701 E. Parham Road, Room 317, or faxed to (804) 371-3853.