



NORTHERN PENNSYLVANIA REGIONAL COLLEGE

Position Title: Information Systems Technician

Job Type: Full-time

Location: Warren, Pa

Date Posted: 11/19/2018

Close Date: Open until filled

Priority Deadline: 12/10/2018

Description: The Information Systems Technician functions as part of a team that manages information and technology systems and equipment for the Northern Pennsylvania Regional College. The ideal candidate for this position will have a strong understanding of desktop operating systems, distance learning technologies and telecom systems, routinely thinks outside the box to solve problems quickly and understands the definition of impeccable customer service. Under the direction of the Director of Information Technology, the IS Technician will be responsible for ensuring the College departments are able to complete all required tasks, updating the college's website, repairing computers, and performing technical and system diagnostics as required. The IS Technician will be located primarily in Warren, PA, with frequent non-overnight travel within the College's service area.

Specific Responsibilities: *

- Provide technical assistance to College departments and staff and resolve problems and issues as necessary
- Set up new computer and technology systems and perform routine maintenance
- Prepare and review equipment and process documentation
- Ensure that Internet security software is updated and running properly
- Maintain computer equipment and software to ensure secure and efficient operations
- Repair computer hardware as required
- Test and implement new software programs for the College
- Provide training on IT issues to staff, employees, students and partners
- Visit regional instructional delivery sites to provide technical support and training as required
- Install, inspect and repair distance learning equipment at regional instructional delivery sites as required
- Regularly update the College web site with content from the Marketing Department
- Provide phone system maintenance and support

Required Qualifications:

- Current CompTIA A+ certification or equivalent job experience
- High school diploma or GED
- Strong understanding of Microsoft operating systems
- Familiarity with Microsoft Office and Outlook
- Ability to read and understand technical manuals
- Ability to multi-task and prioritize projects effectively
- Ability to travel to instructional delivery sites as needed
- Strong verbal and written communication skills
- Ability to lift and move up to 50 lbs.

- Excellent analytical, problem-solving and decision-making skills; high degree of accuracy, attention to detail and confidentiality
- Individuals in this position are expected to be available during the normal business hours of the college (8:30 a.m. – 5:00 p.m.) and may occasionally be asked to vary their schedule and/or work overtime to meet requirements
- Must have valid PA driver's license and reliable transportation

* This job description is intended to describe the type and level of work being performed by a person in this position. It is not intended to be an exhaustive list of all duties and responsibilities required.

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Application Process:

Please submit resume and a minimum of three references to:
Northern Pennsylvania Regional College
Attn: Information Systems Technician
119 Market Street
Warren, PA 16365

Or email to generaladministration@rrcnpa.org with the position title in the subject line.
Applications will be accepted until position is filled.

For additional information, please call the NPRC Administrative Offices at 814-230-9010.