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Idaho Falls, ID  
(208) 524-3000

**WEBSITE:**  
<http://www.cei.edu/hr>

**EMAIL:**  
[hr@cei.edu](mailto:hr@cei.edu)

# IT SYSTEMS TECHNICIAN

Non-Exempt Classification

**College of Eastern Idaho**

**Open for Recruitment:** Open until filled. First application review will be the week of July 31, 2018 – interested candidates are encouraged to apply *as soon as possible*.

**Salary Range:** \$18.00 - \$22.00hr + Plus competitive Benefits

**Location(s):** Idaho Falls

**SPECIAL NOTIFICATION:** This position is exempt from classified state service and the rules of the Division of Human Resources and the Idaho Personnel Commission.

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## **GENERAL STATEMENT OF FUNCTION:**

To install, maintain, and troubleshoot standard PC hardware and software; resolve the majority of user and system problems; perform related work.

At this level, incumbents have an in-depth understanding of PC hardware, peripherals, devices, and software applications to independently install, maintain, and trouble-shoot PC hardware/software and resolve the majority of user and system problems. These positions reside in a dedicated information support center or are stationed at decentralized locations.

At this level, incumbents are developing an understanding of local-and wide-area networks and assist senior staff in the identification and resolution of network operating problems. Incumbents may perform network infrastructure and maintenance tasks and may perform LAN administration, system administration and maintenance tasks. Some positions may perform first-tier user support functions.

## **RESPONSIBILITIES:**

(May include but is not limited to): Tests and installs specific client applications and/or reports using available software packages and fourth generation languages; installs, tests, troubleshoots, and maintains hardware and software products; assists in the installation of network infra-structure equipment including cabling plants, communications backbone equipment, and telecommunications hardware; implements backup and recovery procedures; maintains service logs; assists in monitoring and troubleshooting of LAN and WAN system performance and resolving communications and networking problems; monitors problem/change activities and coordinates involvement of technical and client staff and vendors to ensure effective implementation of new or enhanced systems and resolution of user problems; maintains on-line or manual trouble logs and resolves client requests; provide training to users on hardware and software applications. May define network, system, and or database standards and procedures; prepare information and reports regarding Help Desk service activities; perform LAN administration functions; make recommendations to clients for future hardware or software additions or enhancements.

## **MINIMUM QUALIFICATIONS OR REQUIREMENTS:**

- Experience: evaluating and resolving computer, system, and user problems including compatibility conflicts, application operations, hardware malfunctions, and telecommunications problems; installing and maintaining computer hardware, software, and peripherals in the network and/or multi-platform environment; providing one-to-one IT training; using two or more applications software to support users.

## **HOW TO APPLY:**

Electronically submit a completed application packet (**in .pdf or Word format**) to [hr@cei.edu](mailto:hr@cei.edu). The application packet must include the following:

1. CEI Application (located at <http://www.cei.edu/falcons/resources/hr/cei-employment-application-10-2017.pdf>)
2. Cover Letter
3. Résumé or VITA
4. Unofficial Transcripts
5. Three Professional References with direct contact information

**Incomplete packets will not be accepted. Official transcripts required upon hire.**

For additional questions contact: Human Resources at (208) 535-5495 or by email at [hr@cei.edu](mailto:hr@cei.edu)

*AA/EOE/ADA*

Hiring is done without regard to race, color, religion, national origin, sex, age or disability. In addition, preference may be given to veterans who qualify under state and federal laws and regulations. If you need special accommodations to satisfy testing requirements, please contact the Division of Human Resources.