**POSITION:** INFORMATION TECHNOLOGY TECHNICIAN II  
(CCP-16, 12-month, tenure track position)  

**ANTICIPATED STARTING DATE:** Spring 2015  

**MINIMUM QUALIFICATIONS:** Associate’s degree in computer science or related technological discipline together with one to four years of experience in computer system and software installation, repair, maintenance and operation; or a combination of education, training, and experience which would lead to the competencies required for successful performance of the position’s essential duties. Incumbents are required to have demonstrated substantial knowledge and abilities in the following areas: Microcomputer hardware, software, related peripheral equipment, software applications and equipment assembly and installation; Installing, operating, adapting, diagnosing and repairing malfunctions in computer equipment and software, including complex software systems such as the Banner system; Interacting favorably with faculty, administrators, staff and students; Oral and written communication.

Applicants who do not meet the minimum qualifications as stated are encouraged to put in writing precisely how their background and experience have prepared them for the responsibilities of this position and by providing appropriate references. Exceptions to the degree requirements may be made for compelling reasons.

**DESIRED QUALIFICATIONS:** Experience with servicing MacIntosh computers; Experience with VOIP systems; Basic networking knowledge; Experience with Client Management Suites and a proven record of customer service skills and orientation.

**PREFERRED QUALIFICATIONS:** Experience with imaging computers, software deployment and Windows deployment; Ability to optimize the Windows and Macintosh operating systems; Knowledge of wireless networking; Knowledge of Altiris; Knowledge of the Windows Registry, Active Directory experience; and experience with mobile device support.

**RESPONSIBILITIES:** The Information Technology Technician II works under the direction of the Director of Information Technology, and is responsible for providing technology support for help desk calls; assessment, prioritization and follow up on service calls; account administration in Active Directory; in-person and phone support for the campus community at-large, which may include heavy volumes of service calls, password resets and other technology related items. The Information Technology Technician II independently performs computer hardware and software maintenance and repair at a Community College which relies on computerized services in support of its academic and administrative functions. Those computerized services include information technology assistance to academic computer labs, classroom computerized instruction and to departments such as the Business Office, Registrar, Admission, Library, and Student Services. The position’s role is accountable for providing the initial support and subsequent assignment and prioritization of installation, operation, adaptation, maintenance and repair of computer equipment and software as assigned, through effective performance in these essential functional areas: Functioning of the College’s microcomputer systems; Advice and assistance in computer and peripheral equipment operation.

Attendance and participation at convocation and commencement ceremonies; Service on assigned committees and task forces; Attendance and participation at convocation and commencement ceremonies; Service on assigned committees and task forces; Attendance and participation at committee, staff, informational and professional meetings. All of these duties may involve attendance at evening or weekend events. Evening and/or weekend hours may be required of this position.

**STARTING SALARY:** $52,208 approximate annual, plus excellent State supported fringe benefits.

**TO APPLY:** Submit a cover letter, resume, BOR Application and three (3) letters of reference to:

Gateway Community College  
Human Resources Office  
20 Church Street  
New Haven, CT 06510

Faxed applications will also be accepted. 203-285-2539

**APPLICATION DEADLINE:** *Applications must be submitted before the close of business (5:00pm) on November 24, 2014.*

*Incomplete or late application packages may be discarded. Please note that due to the large volume of applications received, we are unable to field phone inquiries and confirm receipt of applications. You will receive a written confirmation letter within a week of your submission. If faxing your packet; please also send the original via mail or e-mail.

A BOR application can be found on our website at www.gctcc.edu.  
Visit GCC’s website at www.gctcc.edu

Continuing Notice of Nondiscrimination  
Gateway Community College does not discriminate on the basis of race, color, religious creed, age, gender, gender identity or expression, national origin, marital status, ancestry, present or past history of mental disorder, learning disability or physical disability, veteran status, sexual orientation, genetic information or criminal record. The following persons have been designated to handle inquiries regarding the non-discrimination policies: Dean of Students, Wilson Luna at 203-285-2210 or Learning Disabilities Specialist, Ronald Chomicz at 203-285-2234.

GATEWAY COMMUNITY COLLEGE IS AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER, M/F.  PROTECTED GROUP MEMBERS ARE STRONGLY ENCOURAGED TO APPLY

REVISED

October 23, 2014  
ANNOUNCEMENT OF POSITION OPENING

PC00099258