

Posted: 08/15/2022
Hourly rate: \$14.80 - \$19.73
Status: Non-Exempt, Full-time



[The College of Idaho](#) invites applications and recommendations for an **IT Support Technician**. As a member of the [Information Technology](#) team, this position maintains and supports the computer and network systems of The College of Idaho by responding to phone and email requests, work orders and service requests in the Help Desk system.

The IT Support Technician position serves as the first point of contact for students, faculty and staff with their IT-related problems. This position requires the ability to troubleshoot and diagnose users' computer hardware and software issues, and well as setting up classrooms, printers, and computer labs. This position will maintain and update technical documentation regularly, and assist with student technicians in their development of knowledge and skills.

The successful candidate will have knowledgeable of basic computer, network and operating systems. They will possess excellent interpersonal skills and have the ability to actively listen and effectively communicate with all constituencies. Candidates that possess a 2 or 4 year degree in information systems, computer science or similar fields, with CompTIA A+, Microsoft MCTS or similar certifications are highly desirable.

Candidates must be authorized to work in the United States as of the expected hire date and throughout the date of their employment without sponsorship from The College of Idaho. A current valid driver's license is also required and candidate must be vehicle insurable.

The College of Idaho offers competitive benefits including tuition waiver for dependents, health insurance, retirement plan with employer match after one year of employment, generous paid time off, free access to on-campus fitness centers, and free admission to campus events.

A complete application will include a current résumé, cover letter addressing qualifications for the position and a description of the skills and experience you have that will contribute to your ability to successfully work in a diverse campus community. Please also include the names and contact information of three (3) references, two (2) management and one (1) professional to hr@collegeofidaho.edu. *Application review will begin immediately.* Applications will be accepted until suitable candidates are selected.

With over 125 years of history, The College of Idaho is a regional and national leader in higher education. The College of Idaho is an [inclusive community](#) of exceptional learning that challenges the ambitious and forges pathways to success and purpose.

The College of Idaho is proud to be an equal opportunity employer. We are committed to attracting, retaining, and maximizing academic excellence through a diverse and inclusive workforce.