The University of Montana Western

Information and Telecommunications Services

Staff Vacancy Announcement

Computer Support Specialist II (Revised)

Department: ITS
Position: Full-time, 12-month position plus complete benefit package
Wage: $18.688 per hour commensurate with experience
Union Affiliation: MFPE
Posting Date: October 2021

Description

The Computer Support Specialist II performs and coordinates desktop support services across the UMW campus. The position involves maintaining the application environments on faculty and staff desktop computers (a mixture of Microsoft and Apple), managing the campus' ITS Help Services including student staff, and assisting with basic functionality of the campus server environment.

Working with other Computer Support Specialists this position supports core desktop software applications such as Microsoft Windows, Microsoft Office Suite, e-mail clients, anti-virus software, and unique departmental software. In addition, this position maintains campus workstation hardware falling under the supported desktop equipment policy. Other responsibilities include managing ITS Help Services including the tracking of jobs, assigning of student technicians to jobs, training student technicians, and evaluating student technician performance. The CSS II also maintains, configures and supports the modern instructional classroom and its Audio/Visual equipment and computers.

Required Qualifications

The Computer Support Specialist II is expected to have a good understanding of computer hardware and software as well various other technology subjects including networking and A/V technologies. The following skills are required:

- The knowledge and ability to install, configure, upgrade, deliver and setup computer hardware, software and peripheral devices.
- A good understanding of current Microsoft application environments, including Windows, Office and Access.
- The ability to quickly learn PC and Apple based applications as necessary
- Familiarity with Microsoft Windows Servers (2008, 2012, 2016 and 2019)
- Ability to provide support for local and network printing

Preferred Qualifications

The following knowledge and skills are not required, but preferred.

- Working experience and knowledge of Office 365
- Familiarity with managing computer lab software such as ARC GIS, Mat Lab, Alma, Adobe Suite and others.

- Ability to provide support for multimedia software and hardware including products such as Smartboard, Zoom, Skype, sound systems, and projectors.
- A technical degree in Information Technology or Information Systems, three to five years related experience and/or training, or equivalent combination of education and experience.
- An understanding of Active Directory, Moodle, Banner and Outlook web mail preferred.

Application

To apply, please complete a State of Montana Job Application and a letter of application specifically addressing the qualifications and duties described above. Finalists for this position may be subject to a criminal background investigation. Also include the names, addresses, and phone numbers of three (3) professional references. Submit application materials to:

Patti Lake
Personnel Officer
Administration and Finance
The University of Montana Western
710 South Atlantic Street
Dillon, MT 59725
patricia.lake@umwestern.edu

Questions regarding this position should be directed to Mel Ewing via email @ mel.ewing@umwestern.edu or by calling 406-683-7146.

Review of applications will begin immediately and continue until the position is filled.

The University & Dillon Area

The University of Montana Western is a dynamic, innovative, undergraduate university with over 65 full-time faculty and 1,300 students. It is located in Dillon, Montana in the scenic Rocky Mountains and has been awarded numerous top national rankings for delivering high quality, affordable education.

Montana Western is the only public four-year college in the nation offering *Experience One (X1),* experiential learning delivered on the block schedule. Class sizes are small and students take a single course at a time, three hours each day for 18 days, before moving on to the next course. Each course is four credits and four blocks are offered each semester. The block schedule facilitates field and lab work, undergraduate research, study travel, and interdisciplinary teaching. Montana Western's faculty strongly believe in mentoring and inspiring students, and assisting them in the transition from university life to professional careers.

The University of Montana Western is an integral part of the Dillon Community. With a population of 5,000 people, Dillon is known for outstanding public schools, safe environments, recreational opportunities, and an excellent quality of life.

The University of Montana Western is an equal opportunity/affirmative action employer and encourages applications from qualified women, minorities, veterans and people with disabilities. Qualified candidates may request veterans, or disabilities preference in accordance with state law. Reasonable accommodations are provided in the hiring process for persons with disabilities. Finalists for any position will be subject to a criminal background investigation.